

Fair Point New Hampshire Performance Assurance Plan Report

UNE Platform

Sep-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	2.88		3,881		2.8750	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	7.21		3,102		7.2086	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57					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	8.57		42		8.5714	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.07		15		3.0667	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57					0	5	0.000	0.000
OR Ordering									Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.12		243			0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.43		175			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		3,024			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3,008			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3,019			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		88.56		367			-2	5	-0.043	-0.106
OR-6-03-3140	% Accuracy - LSRC - Platform		1.74		632			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		94.41		286			-1	5	-0.021	-0.053
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	62.85	56.25	638	96	5.29	-1.3507	-1	5	-0.021	-0.036
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.29	7.87	5,803	216	1.04	-4.3874	-2	20	-0.171	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	8.37	13.04	848	23	5.85	-1.1574	-1	10	-0.043	-0.071
PR-4-02-3100	Average Delay Days - Total - POTS	2.14	5.69	204	26	2.28	0.47	-2.3116	-2	15	-0.128
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.71	0.00	848	23	1.77	1.0419	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	848	23	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	16.44	11.33	1,685	309	2.29	2.2482	0	10	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling error	Diff.	Perf. Score	wgt.	Wgt'd. Score
MR-1-01-6050	Average Response Time - Create Trouble	3.36	85.06		2,393			81.6981	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.49		532			133.4944	NA	0	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	27.75	36.59	418	41	7.33	-1.3615	-1	10	-0.043	-0.049
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	23.08	27.27	52	11	13.98	-0.7089	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	14.39	15.48	418	41	17.33	2.84	-0.4837	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.65	17.27	52	11	10.14	3.37	-1.7114	-2	5	-0.043
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	67.60	85.71	287	14		12.81	-1.8281	-2	5	-0.043
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.54	42.86	287	14		13.10	-0.8489	-1	5	-0.021
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	8.01	14.29	287	14		7.43	-1.2820	-1	5	-0.021
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	4.10	20.34	2,270	59		2.61	-4.7377	-2	10	-0.085
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.45	0.00	138	6		4.98	1.3926	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.13	19.04	2,270	59	17.28	2.28	0.1249	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.65	5.01	138	6	13.09	5.46	1.9301	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.85	94.12	1,675	17		8.50	-1.4396	-1	5	-0.021
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	58.75	64.71	1,675	17		12.00	-0.7357	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.19	29.41	1,675	17		9.20	-1.5695	-1	5	-0.021
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.43	11.11	2,878	117		3.00	0.0768	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		#####				0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-22	234
										-0.744	

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

Sep-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Score	Domain Clustering Review		
		FP	CLEC	CLEC			Score	Wgt.					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		3,881		2.8750	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.21		3,102		7.2086	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57				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	8.57		42		8.5714	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.07		15		3.0667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57					0	5	0.000	0.000		
OR Ordering										Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.39		153			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		175			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		3,024			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3,008			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3,019			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.40		411			-1	5	-0.030	-0.066		
OR-6-03-3331	% Accuracy - LSRC - Loop		1.08		1,204			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		100.00		513			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		33.33		3			-1	2	-0.012	-0.026		
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	2.14	5.69	204	26	2.28	0.47	-2.3116	-2	5	-0.061	-0.077	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	8.37	6.06	848	66		3.54	0.3778	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.71	0.00	848	70		1.04	0.3068	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	848	70		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.79	0.00	927	162		2.64	5.0000	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		31				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		22				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	3.36	85.06		2,393			81.6981	-2	2	-0.024	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.78	26.86	2,688	175		2.09	-5.0000	-2	10	-0.121	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.00	7.65	2,688	175	17.14	1.34	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	56.29	17.07	1,869	41		7.83	4.9447	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.27	7.32	1,869	41		5.83	1.3787	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.43	13.54	2,878	192		2.37	-1.0027	-1	10	-0.061	-0.096	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.55	36.36	44	11		7.02	-3.1877	-2	10	-0.121	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	11.59	8.81	44	11	21.16	7.13	0.1937	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-11	165	-0.430

"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

Sep-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	2.88		3,881		2.8750	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.21		3,102		7.2086	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57					0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	8.57		42		8.5714	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.07		15		3.0667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57					0	5	0.000	0.000		
OR Ordering													
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		99.12		113			0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		95.69		116			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.07		3,024			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3,008			0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3,019			0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		93.59		312			-1	10	-0.053	-0.091		
OR-6-03-2000	% Accuracy - LSRC		3.70		108			0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		96.76		340			0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		75.00		4			NA	0	NA	0.000		
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	62.85	7.14	638	14	13.05	-4.7199	-2	5	-0.053	-0.067		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.29	23.68	5,803	38	2.44	-5.0000	-2	20	-0.214	-0.267		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	8.37	15.38	848	13	7.74	-1.3395	-1	10	-0.053	-0.067		
PR-4-02-2100	Average Delay Days - Total - POTS	2.14	4.00	204	11	2.28	0.70	-0.8384	-1	15	-0.080	-0.100	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.71	7.69	848	13	2.34	-2.6324	-2	5	-0.053	-0.067		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	848	13	0.00	5.0000	0	5	0.000	0.000		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	16.26	2.38	1,685	42	5.76	2.5287	0	15	0.000	0.000		
MR Maintenance & Repair													
Diff.													
MR-1-01-6050	Average Response Time - Create Trouble	3.36	85.06		2,393		81.6981	-2	2	-0.021	-0.048		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.49		532		133.4944	NA	0	NA	0.000		
Stat Score													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	27.75	21.05	418	19	10.50	0.3430	0	10	0.000	0.000		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	23.08	28.57	52	7	16.96	-0.8175	0	10	0.000	0.000		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.39	13.91	418	19	17.33	4.06	-0.6008	0	5	0.000	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.65	12.43	52	7	10.14	4.08	-0.6852	0	5	0.000	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	67.60	75.00	287	4	23.56	SS	NA	0	NA	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.54	75.00	287	4	24.10	SS	NA	0	NA	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	8.01	50.00	287	4	13.67	SS	NA	0	NA	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	4.10	0.00	2,270	1	19.83	SS	NA	0	NA	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.45	0.00	138	1	11.99	SS	NA	0	NA	0.000	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.13	5.84	2,270	1	17.28	17.28	SS	NA	0	NA	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.65	32.33	138	1	13.09	13.14	SS	NA	0	NA	0.000	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.85	NA	1,675	NA		NA	NA	0	NA	0.000	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	58.75	NA	1,675	NA		NA	NA	0	NA	0.000	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.19	NA	1,675	NA		NA	NA	0	NA	0.000	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.43	3.57	2,878	28	6.04	1.0127	0	10	0.000	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.99		113,191,481			0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-11	187	-0.529			

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

Sep-2010

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.57					0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA		NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA			NA					NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI		NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			99.57					0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification			100.00		8			0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request			100.00		3			0	2	0.000	0.000	
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			75.00		4			NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			100.00		3			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops			100.00		129			0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops			NA		NA			NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops			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		3,024			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day			98.30		3,008			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day			98.71		3,019			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score							
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.80	1.00	5	1	2.17	2.37	SS	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	66.67	100.00	3	1		54.43	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	42.86	0.00	7	3		34.15	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	26	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	33.33	0.00	6	4		30.43	SS	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			80.30		66			-2	10	-0.208	-0.222	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	4.13		15	0.00	15.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		84.85		66				-2	10	-0.208	-0.222	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.79	0.00	927	80		3.61	3.5968	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	3.03		66		66.00	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	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		FP	CLEC	FP	CLEC			Diff.	Perf. Score	Wtg	Wtg'd Score		
MR-1-01-6050	Average Response Time - Create Trouble	3.36	85.06		2,393			81.6981	-2	2	-0.042	-0.074	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	66.67	0.00	3	1		54.43	SS	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	38.28	9.55	3	1	30.05	34.70	SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	17.04	NA	3	NA	7.72		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	83.33	100.00	6	1		40.25	SS	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	2	NA			NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	6	1		0.00	SS	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.84	19.05	2,691	21		5.89	-2.0283	-2	5	-0.104	-0.185	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.55	25.00	44	4		10.88	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.01	7.88	2,691	21	17.16	3.76	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.59	0.34	44	4	21.16	11.05	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	80.33	96.00	300	25		8.27	1.8092	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	56.28	0.00	1,871	3		28.66	SS	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.42	16.00	2,882	25		6.39	-1.0366	-1	10	-0.104	-0.185	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-9	96	-0.667	

"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

Sep-2010

OR		Ordering		Performance		Observations		Perf.				
		CLEC		FP		CLEC		Score	Wgt.	Wgtd. 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								
PR-4-07-3540	% On Time Performance - LNP only		76.43			1,744			-2	20	-0.286	
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			NA	NA	0	0.000
MR		Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total		NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA	NA	NA	NA			NA	NA	0	0.000
NP		Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		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	-2	20	-0.286	

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

Fair Point New Hampshire				Sep-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	-	-	-	-		\$0	\$0		\$0
	OR-1-02	% On Time LSRC -Flow Through									
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-					
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-					
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-					
	OR-1-12	% On Time FOC						-			
	OR-1-13	% On Time Design Layout Record						-			
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)						-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-					
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-					
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-					
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-							
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl							-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl							-		
	OR-2-04	%OT LSR Rei - No Facility Check - UNE/Resale							-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale							-		
PROVISIONING											
3		Installation Performance	\$53,379	\$9,946	\$17,779	\$24,226	\$0	\$11,414			\$116,744
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	4,642		2,195						
	PR-4-02	Average Delay Days - Total	17,406	9,946	3,292						
	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	8,123	-	3,512						
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-					
	PR-4-04	Missed Appts - Disp - Line Share/Split				-					
	PR-4-05	Missed Appointments - No Dispatch	23,208		8,780						
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-					
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-					
	PR-4-14	% Completed On Time - 2W xDSL Loops				24,226					
	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-6-01	% Installation Troubles within 30 days -UNE/Resale							-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale							11,414		
	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					\$27,393				\$27,393
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	\$ 46,126	\$44,560	\$0	\$46,635	\$0	\$0			\$137,321
	MR-3-01	Missed Repair Appointments - Loop - Bus.	13,925		-						
	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 Digl-UNE/Resale				-					
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				21,198					
	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.	6,527		-						
	MR-4-08	Out of Service >24Hrs. - Res.	8,268		-						
	MR-4-08	Out of Service >24Hrs. - Total							-		
	MR-5-01	% Repeat Reports within 30 Days	-	16,710	-				-		
	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				25,438					
	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			\$99,505	\$54,506	\$17,779	\$70,862	\$27,393	\$11,414	\$0	\$281,459	

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	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	0.0	1	0	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA		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 Days	100.00		1,069	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00		3,168	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/Resale	NA	NA	NA	NA	0				
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	16		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	NA	NA	NA	NA		NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	46.67	0.00	45	1	50.44	SS	NA	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	37.50	1	8	0.00	SS	NA	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.36	10.75	22	4	7.16	16.57	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	1	8	0.00	SS	NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	10.53	150.00	38	6	13.48	-5.00	-2	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	47.37	100.00	38	1	50.58	SS	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	8.72	29.00	18	1	8.50	28.99	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	6.45	100.00	31	1	24.96	SS	NA	0	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA		NA	NA	0	
PR-4-02-3530	Average Delay Days - IOF	55.00	NA	1	NA	0.00	NA	NA	0	
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	200.00	NA	1	NA		NA	NA	0	
MR	Maintenance & Repair	FP		FP	Std Dev.	Sample Error	Stat. Score			
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	3.55	NA	2	NA	0.00		NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	3.04	NA	5	NA	0.00		NA	NA	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	14.29	NA	7	NA			NA	NA	0
"NA" - no activity "UD" - under development "SS" - Small Sample									Total	15

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

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

Special Provision - UNE Ordering

Sep-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.00	799	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	50.00	4	\$ 68,333
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			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
JUL-2010	83.85	260	218		JUL-2010	84.17	259	218	
AUG-2010	90.53	338	306		AUG-2010	90.56	339	307	
SEP-2010	88.56	367	325		SEP-2010	88.56	367	325	
Overall	87.98	965	849		Overall	88.08	965	850	

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			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
JUL-2010	77.84	835	650		JUL-2010	77.84	835	650	
AUG-2010	78.75	447	352		AUG-2010	78.70	446	351	
SEP-2010	94.19	413	389		SEP-2010	94.40	411	388	
Overall	82.06	1,695	1,391		Overall	82.09	1,692	1,389	

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other					OR-5-03-3121 % Flow-Through Achieved-UNE Other				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
JUL-2010	86.03	365	314		JUL-2010	87.47	359	314	
AUG-2010	96.05	304	292		AUG-2010	88.69	327	290	
SEP-2010	89.06	384	342		SEP-2010	89.06	384	342	
Overall	90.03	1,053	948		Overall	88.41	1,070	946	

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	22	100.00	23
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	31	NA	
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbi-UNE POTS Loop Ttl HC-CLEC	0.41	1	1.68	1
PR-9-08-3533	Avg Durtn HC Install Trbi-UNE POTS Loop Ttl HC -VZ	0.89	232	0.84	248
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbi-UNE POTS Loop Ttl HC	0.00	5.0000	0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

% On Time Observations Mrkt Adj.

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

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5) NA \$ -

% Test Deck Test Deck
Wgt. Failure Wgt.

PO-6-01-6000 % Software Validation R3 R3 \$ -

* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

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

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

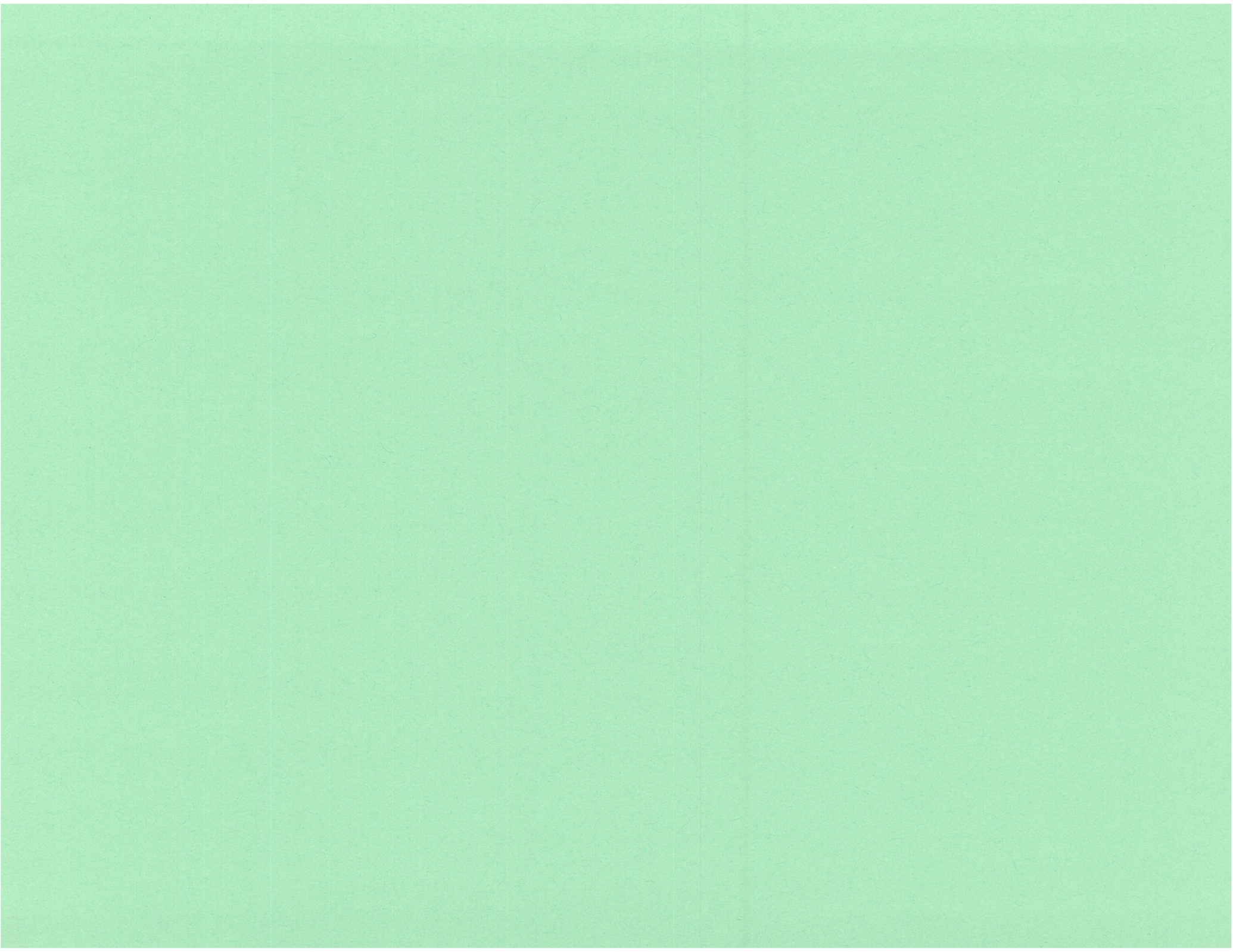
Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Sep-2010

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.744	\$ 502,089	
Unbundled Network Elements - Loop	-0.430	\$ 202,157	
Resale	-0.529	\$ 80,478	
Digital Subscriber Lines	-0.667	\$ 109,306	
Trunks	-0.286	\$ 14,922	
Mode of Entry Total			\$ 908,953
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 116,744	
4 % On Time Performance - LNP		\$ 27,393	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 137,321	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 281,459
Individual Rule Payments:			\$ 784
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 1,259,530

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



DT 01-000

Fair Point New Hampshire Performance Assurance Plan Report

UNE Platform

Sep-2010

Performance Assurance Plan Report											
PO	Pre-Ordering	Performance		Observations		Diff.	Perf.	Wgt.	vgtg.	Domain Clustering Review	
		FP	CLEC	CLEC	Score		Score				
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		3,881	2.8750	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	7.21		3,102	7.2086	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57				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	8.57		42	8.5714	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.07		15	3.0667	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57				0	5	0.000	0.000	
OR Ordering								Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.12		243		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.43		175		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		3,024		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3,008		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3,019		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		88.56		367		-2	5	-0.043	-0.106	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.74		632		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		94.41		286		0	5	0.000	0.000	
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	62.85	56.25	638	96	5.29	-1.3507	-1	5	-0.021	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.29	7.87	5,803	216	1.04	-4.3874	-2	20	-0.171	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	8.37	13.04	848	23	5.85	-1.1574	-1	10	-0.043	
PR-4-02-3100	Average Delay Days - Total - POTS	2.14	5.69	204	26	2.28	0.47	-2.3116	-2	15	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.71	0.00	848	23	1.77	1.0419	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	848	23	0.00	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	16.44	11.33	1,685	309	2.29	2.2482	0	10	0.000	
MR maintenance & Repair		Performance		Observations		FP Std	Sampling	Diff.	Perf. Score	vgtg.	Wgt'd. Score
		FP	CLEC	FP	CLEC	Deviation					
MR-1-01-6050	Average Response Time - Create Trouble	3.36	85.06		2,393			81.6981	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.49		532			133.4944	NA	0	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	27.75	36.59	418	41		7.33	-1.3615	-1	10	-0.043
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	23.08	27.27	52	11		13.98	-0.7089	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	14.39	15.48	418	41	17.33	2.84	-0.4837	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.65	17.27	52	11	10.14	3.37	-1.7114	-2	5	-0.043
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	67.60	85.71	287	14		12.81	-1.8281	-2	5	-0.043
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.54	42.86	287	14		13.10	-0.8489	-1	5	-0.021
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	8.01	14.29	287	14		7.43	-1.2820	-1	5	-0.021
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	4.10	20.34	2,270	59		2.61	-4.7377	-2	10	-0.085
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.45	0.00	138	6		4.98	1.3926	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.13	19.04	2,270	59	17.28	2.28	0.1249	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.65	5.01	138	6	13.09	5.46	1.9301	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.85	94.12	1,675	17		8.50	-1.4396	-1	5	-0.021
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	58.75	64.71	1,675	17		12.00	-0.7357	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.19	29.41	1,675	17		9.20	-1.5695	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.43	11.11	2,878	117		3.00	0.0768	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		113,191,481				0	5	0.000
		Totals							-20	234	-0.701
		"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

Sep-2010

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		3,881		2.8750	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	7.21		3,102		7.2086	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57				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	8.57		42		8.5714	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.07		15		3.0667	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57				0	5	0.000	0.000		
OR Ordering									Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.39		153		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		175		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		3,024		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3,008		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3,019		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.40		411		-1	5	-0.030	-0.066		
OR-6-03-3331	% Accuracy - LSRC - Loop		1.08		1,204		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		100.00		513		0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		33.33		3		-1	2	-0.012	-0.026		
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	2.14	5.69	204	26	2.28	0.47	-2.3116	-2	5	-0.061	-0.077
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	8.37	6.06	848	66		3.54	0.3778	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.71	0.00	848	70		1.04	0.3068	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	848	70		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.79	0.00	927	162		2.64	5.0000	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		31				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		22				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	3.36	85.06		2,393			81.6981	-2	2	-0.024	-0.038
		Stat. Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.78	26.86	2,688	175		2.09	-5.0000	-2	10	-0.121	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.00	7.65	2,688	175	17.14	1.34	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	56.29	17.07	1,869	41		7.83	4.9447	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.27	7.32	1,869	41		5.83	1.3787	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.43	13.54	2,878	192		2.37	-1.0027	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.55	36.36	44	11		7.02	-3.1877	-2	10	-0.121	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	11.59	8.81	44	11	21.16	7.13	0.1937	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals -10 165 -0.370			

"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

Sep-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	2.88		3,881	2.8750	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.21		3,102	7.2086	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	8.57		42	8.5714	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.07		15	3.0667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		99.12		113		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		95.69		116		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.07		3,024		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3,008		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3,019		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		93.59		312		-1	10	-0.053	-0.091		
OR-6-03-2000	% Accuracy - LSRC		3.70		108		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		96.76		340		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		75.00		4		NA	0	NA	0.000		
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	62.85	7.14	638	14	13.05	-4.7199	-2	5	-0.053	-0.067	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.29	23.68	5,803	38	2.44	-5.0000	-2	20	-0.214	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	8.37	15.38	848	13	7.74	-1.3395	-1	10	-0.053	-0.067	
PR-4-02-2100	Average Delay Days - Total - POTS	2.14	4.00	204	11	2.28	0.70	-0.8384	-1	15	-0.080	-0.100
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.71	7.69	848	13	2.34	-2.6324	-2	5	-0.053	-0.067	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	848	13	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	16.26	2.38	1,685	42	5.76	2.5287	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	3.36	85.06		2,393		81.6981	-2	2	-0.021	-0.048	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.49		532		133.4944	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	27.75	21.05	418	19	10.50	0.3430	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	23.08	28.57	52	7	16.96	-0.8175	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.39	13.91	418	19	17.33	4.06	-0.6008	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.65	12.43	52	7	10.14	4.08	-0.6852	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	67.60	75.00	287	4		23.56	SS	0	NA	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.54	75.00	287	4		24.10	SS	0	NA	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	8.01	50.00	287	4		13.67	SS	0	NA	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	4.10	0.00	2,270	1	19.83	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.45	0.00	138	1	11.99	SS	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.13	5.84	2,270	1	17.28	17.28	SS	0	NA	0.000	
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res.	13.65	32.33	138	1	13.09	13.14	SS	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.85	NA	1,675	NA		NA	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	58.75	NA	1,675	NA		NA	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.19	NA	1,675	NA		NA	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.43	3.57	2,878	28	6.04	1.0127	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		113,191,481			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-11	187	-0.529		

"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

DSL

Sep-2010

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering	
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA				NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.57						0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA				NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA						NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA		NA				NA	0	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.57						0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		8				0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		3				0	2	0.000	0.000	
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		75.00		4				NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3				0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		129				0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA				NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		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		3.024				0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.30		3.008				0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.71		3.019				0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score							
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.80	1.00	5	1	2.17	2.37	SS	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	66.67	100.00	3	1		54.43	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	42.86	0.00	7	3		34.15	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	26	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	33.33	0.00	6	4		30.43	SS	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		80.30		66				-2	10	-0.208	-0.222	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	4.13		15	0.00	15.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		84.85		66				-2	10	-0.208	-0.222	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.79	0.00	927	80		3.61	3.5968	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	3.03		66		66.00	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		FP	CLEC	FP	CLEC	Diff. Perf. Score Wgt Wgtd Score							
MR-1-01-6050	Average Response Time - Create Trouble	3.36	85.06		2,393			81.6981	-2	2	-0.042	-0.074	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	66.67	0.00	3	1		54.43	SS	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	38.28	9.55	3	1	30.05	34.70	SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	17.04	NA	3	NA	7.72		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	83.33	100.00	6	1		40.25	SS	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	2	NA			NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	6	1		0.00	SS	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.84	19.05	2,691	21		5.89	-2.0283	-2	5	-0.104	-0.185	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.55	25.00	44	4		10.88	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.01	7.88	2,691	21	17.16	3.76	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.59	0.34	44	4	21.16	11.05	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	80.33	96.00	300	25		8.27	1.8092	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	56.28	0.00	1,871	3		28.66	SS	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.42	16.00	2,882	25		6.39	-1.0366	-1	10	-0.104	-0.185	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-9	96	-0.667	

"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

Sep-2010

OR		Ordering		Performance		Observations		Perf.					
				CLEC		FP		CLEC		Score	Wgt.	Wgtd. 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									
PR-4-07-3540	% On Time Performance - LNP only		76.43		1,744					-2	20	-0.286	
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			NA	NA	0	0.000	
MR		Maintenance & Repair											
MR-4-01-5000	Mean Time to Repair - Total		NA	NA	NA	NA	0.00			NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours		NA	NA	NA	NA				NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours		NA	NA	NA	NA				NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours		NA	NA	NA	NA				NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours		NA	NA	NA	NA				NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA	NA	NA	NA				NA	NA	0	0.000
NP		Network Performance											
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		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	-2	20	-0.286

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

Fair Point New Hampshire				Sep-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	-	-	-	-	\$0		\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-				
	OR-1-12	% On Time FOC	-	-	-	-				
	OR-1-13	% On Time Design Layout Record	-	-	-	-				
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-				
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-				
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-				
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-				
	OR-4-16	% On Time PCN - 1 Bus. Dav	-	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-				
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-				
	OR-2-04	%OT LSR Rei - No Facility Check - UNE/Resale	-	-	-	-				
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-				
PROVISIONING										
3		Installation Performance	\$53,379	\$9,946	\$17,779	\$24,226	\$0	\$11,414		\$116,744
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	4,642		2,195					
	PR-4-02	Average Delay Days - Total	17,406	9,946	3,292					
	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	8,123	-	3,512					
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-				
	PR-4-04	Missed Appts - Disp - Line Share/Split				-				
	PR-4-05	Missed Appointments - No Dispatch	23,208		8,780					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				24,226				
	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 -DS0 -UNE/Resale							-	
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale							-	
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale							-	
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale							-	
	PR-4-02	Average Delav Davs - 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						11,414	-	
	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					\$27,393			\$27,393
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	\$ 37,858	\$27,850	\$0	\$46,635	\$0	\$0		\$112,344
	MR-3-01	Missed Repair Appointments - Loop - Bus.	13,925		-					
	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				21,198				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.	6,527		-					
	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				25,438				
	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			\$91,237	\$37,796	\$17,779	\$70,862	\$27,393	\$11,414	\$0	\$256,481

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	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	0.0	1	0	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	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 C	100.00	1,069	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	3,168	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/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	16	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	NA	NA	NA	NA			NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	46.67	0.00	45	1		50.44	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	37.50	1	8		0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.36	10.75	22	4	7.16	16.57	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	1	8		0.00	SS	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	10.53	150.00	38	6		13.48	-5.00	-2	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	47.37	100.00	38	1		50.58	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	8.72	29.00	18	1	8.50	28.99	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	6.45	100.00	31	1		24.96	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA			NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	55.00	NA	1	NA	0.00		NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	200.00	NA	1	NA			NA	NA	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	3.55	NA	2	NA	0.00		NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	3.04	NA	5	NA	0.00		NA	NA	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	14.29	NA	7	NA			NA	NA	0
"NA" - no activity "UD" - under development "SS" - Small Sample									Total	15

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

Special Provision - UNE Ordering

Sep-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.00	799	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	50.00	4	\$ 68,333
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			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
JUL-2010	83.85	260	218		JUL-2010	84.17	259	218	
AUG-2010	90.53	338	306		AUG-2010	90.56	339	307	
SEP-2010	88.56	367	325		SEP-2010	88.56	367	325	
Overall	87.98	965	849		Overall	88.08	965	850	

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			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
JUL-2010	77.84	835	650		JUL-2010	77.84	835	650	
AUG-2010	78.75	447	352		AUG-2010	78.70	446	351	
SEP-2010	94.19	413	389		SEP-2010	94.40	411	388	
Overall	82.06	1,695	1,391		Overall	82.09	1,692	1,389	

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other					OR-5-03-3121 % Flow-Through Achieved-UNE Other				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
JUL-2010	86.03	365	314		JUL-2010	87.47	359	314	
AUG-2010	96.05	304	292		AUG-2010	88.69	327	290	
SEP-2010	89.06	384	342		SEP-2010	89.06	384	342	
Overall	90.03	1,053	948		Overall	88.41	1,070	946	

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	22	100.00	23
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	31	NA	
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	0.41	1	1.68	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.89	232	0.84	248
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00	5.0000	0.00	
		Greater of - Tier II (2 mo) or Tier III (1mo)		Total	
Market Adjustment for PR-6-02-3520 / PR-9-01-3520*		\$ -	\$ -	\$ -	\$ -
Market Adjustment for PR-6-02-3523 / PR-9-01-3523*		\$ -	\$ -	\$ -	\$ -
Market Adjustment for PR-6-02-3525 / PR-9-01-3525*		\$ -	\$ -	\$ -	\$ -
Market Adjustment for PR-9-08-3533		\$ -	\$ -	\$ -	\$ -

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

% On Time Observations Mrkt Adj.

PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)

NA

\$ -

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)

NA

\$ -

% Test Deck
Wgt. Failure Test Deck
Wgt.

PO-6-01-6000 % Software Validation

R3

R3

\$ -

* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

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

R3

\$ -

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

Sep-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.701	\$ 502,089	
Unbundled Network Elements - Loop	-0.370	\$ 154,591	
Resale	-0.529	\$ 80,478	
Digital Subscriber Lines	-0.667	\$ 109,306	
Trunks	-0.286	\$ 14,922	
Mode of Entry Total			\$ 861,386
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 116,744	
4 % On Time Performance - LNP		\$ 27,393	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 112,344	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 256,481
Individual Rule Payments:			\$ 784
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 1,186,985

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