

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE Platform

Nov-2011

PO		Pre-Ordering		Performance		Observations			Perf.		Wgtd.		Domain Clustering	
				FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review			
PO-1-01-6020 Customer Service Record - EDI		NA	47.38		158		47.3797	NA	0		NA	0.000		
PO-1-03-6020 Address Validation -EDI		NA	45.38		61		45.3770	NA	0		NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI			100.00					0	5		0.000	0.000		
PO-1-01-6030 Customer Service Record - CORBA		NA	NA		NA			NA	0		NA	0.000		
PO-1-03-6030 Address Validation - CORBA		NA	NA		NA			NA	0		NA	0.000		
PO-2-02-6030 OSS Interface Availability - Prime - CORBA			NA					NA	0		NA	0.000		
PO-1-01-6050 Customer Service Record - Web GUI		NA	46.54		13		46.5385	NA	0		NA	0.000		
PO-1-03-6050 Address Validation - Web GUI		NA	NA		NA			NA	0		NA	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			100.00					0	5		0.000	0.000		
OR Ordering										Wgt.				
OR-1-02-3140 % On Time LSRC - Flow Through - Platform - 2hrs			95.74		94			0	10		0.000	0.000		
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform			100.00		36			0	5		0.000	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.00		1,780			0	5		0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day			99.55		1,759			0	5		0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day			99.15		1,775			0	5		0.000	0.000		
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			97.96		98			0	5		0.000	0.000		
OR-6-03-3140 % Accuracy - LSRC - Platform			0.00		24			0	5		0.000	0.000		
OR-1-04-3140 % OT LSRC - No Facility Check - Platform			98.38		185			0	5		0.000	0.000		
OR-1-06-3140 % OT LSRC/ASRC - Facility Check - Platform			100.00		8			0	2		0.000	0.000		
OR-2-04-3140 % OT LSR Rej.- No Facility Check - Platform			100.00		114			0	2		0.000	0.000		
OR-2-06-3140 % OT LSR/ASR Rej. - Facility Check - Platform			100.00		2			0	2		0.000	0.000		
PR Provisioning		FP	CLEC	FP	CLEC									
PR-3-01-3140 % Completed in 1 Day (1-5 Lines - No Disp) - Platform		63.83	69.57	506	46		7.40	0.6074	0	5	0.000	0.000		
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform		2.41	2.42	5,155	165		1.21	-0.3451	0	20	0.000	0.000		
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform		21.36	15.38	988	13		11.44	0.1146	0	10	0.000	0.000		
PR-4-02-3100 Average Delay Days - Total - POTS		3.48	2.58	335	19	5.66	1.34	0.5993	0	15	0.000	0.000		
PR-5-01-3140 % Missed Appointment - Facilities - Platform		0.71	0.00	988	13		2.34	1.3551	0	5	0.000	0.000		
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform		0.10	0.00	988	13		0.89	2.2266	0	5	0.000	0.000		
PR-6-01-3140 % Installation Troubles within 30 days - Platform		6.43	3.77	1,694	106		2.46	0.8794	0	10	0.000	0.000		
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score			
MR-1-01-6050 Average Response Time - Create Trouble		2.46	7.32		2,814			4.8589	-1	2	-0.009	-0.011		
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	127.06		795			127.0629	NA	0	NA	0.000		
Stat. Score														
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus		37.50	33.96	584	106		5.11	0.5802	0	10	0.000	0.000		
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus		19.74	25.00	76	12		12.36	-0.8253	-1	10	-0.045	-0.057		
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus		23.46	23.14	584	106	25.82	2.73	-0.0652	0	5	0.000	0.000		
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus		21.06	8.94	76	12	35.33	10.97	1.1179	0	5	0.000	0.000		
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus		79.14	79.41	441	34		7.23	-0.2211	0	5	0.000	0.000		
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus		57.14	38.24	441	34		8.81	1.9547	0	5	0.000	0.000		
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus		31.29	8.82	441	34		8.25	2.7785	0	5	0.000	0.000		
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res		28.62	33.33	3,742	84		4.99	-1.0643	-1	10	-0.045	-0.057		
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res		15.59	25.00	186	4		18.33	SS	NA	0	NA	0.000		
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res		50.00	52.35	3,742	84	45.79	5.05	-0.7082	0	5	0.000	0.000		
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res		27.13	24.13	186	4	40.16	20.29	SS	NA	0	NA	0.000		
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res		92.07	83.87	2,636	31		4.88	1.2966	0	5	0.000	0.000		
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res		83.19	83.87	2,636	31		6.76	-0.2925	0	5	0.000	0.000		
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res		60.32	64.52	2,636	31		8.84	-0.6514	0	5	0.000	0.000		
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform		9.94	8.74	4,588	206		2.13	0.4217	0	10	0.000	0.000		
BI Billing														
BI-1-02-1000 % DUF in 4 Business Days			99.98		#####				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-3	223	-0.099	

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

Fair Point New Hampshire

PRELIM

UNE LOOP

Nov-2011

Performance Assurance Plan Report

PO		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
		FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-2-02-6010 OSS Interface Availability - Prime - WPTS			NA				0	5	0.000	0.000		
PO-1-01-6020 Customer Service Record - EDI		NA	47.38		158	47.3797	NA	0	NA	0.000		
PO-1-03-6020 Address Validation -EDI		NA	45.38		61	45.3770	NA	0	NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI			100.00				0	5	0.000	0.000		
PO-1-01-6030 Customer Service Record - CORBA		NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030 Address Validation - CORBA		NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030 OSS Interface Availability - Prime - CORBA			NA				NA	0	NA	0.000		
PO-1-01-6050 Customer Service Record - Web GUI		NA	46.54		13	46.5385	NA	0	NA	0.000		
PO-1-03-6050 Address Validation - Web GUI		NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			100.00				0	5	0.000	0.000		
OR Ordering		Wgtd.										
OR-1-02-3331 % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			97.18		248		0	10	0.000	0.000		
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		30		0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.00		1,780		0	2	0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day			99.55		1,759		0	2	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day			99.15		1,775		0	2	0.000	0.000		
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			97.01		201		0	5	0.000	0.000		
OR-6-03-3331 % Accuracy - LSRC - Loop			0.00		35		0	5	0.000	0.000		
OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP			97.54		203		0	5	0.000	0.000		
OR-1-06-3331 % OT LSRC/ASRC - Facility Check - Loop/LNP			NA		NA		NA	0	NA	0.000		
OR-2-04-3331 % OT LSR Rej - No Facility Check - Loop/LNP			100.00		49		0	2	0.000	0.000		
OR-2-06-3331 % OT LSR/ASR Rej - Facility Check - Loop/LNP			NA		NA		NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgtd.			
PR-4-02-3100 Average Delay Days - Total - POTS		3.48	2.58	335	19	5.66	1.34	0.5993	0	5	0.000	0.000
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New		21.36	18.52	988	54		5.73	0.2984	0	20	0.000	0.000
PR-5-01-3112 % Missed Appointment - Facilities - Loop		0.71	1.79	988	56		1.15	-1.5199	-1	5	-0.030	-0.038
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop		0.10	0.00	988	56		0.44	1.6105	0	5	0.000	0.000
PR-6-01-3113 % Installation Troubles within 30 days - Loop New		3.84	0.00	1,069	143		1.71	2.5557	0	10	0.000	0.000
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		49				0	10	0.000	0.000
PR-6-02-3523 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut			NA		NA				NA	0	NA	0.000
PR-6-02-3525 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000
PR-9-01-3520 % On Time Performance-Loop-Basic Hot Cut			100.00		16				0	10	0.000	0.000
PR-9-01-3523 % On Time Performance-Loop-Lg Job Hot Cut			NA		NA				NA	0	NA	0.000
PR-9-01-3525 % On Time Performance-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000
PR-9-04-3525 % On Time Batch Due Date-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050 Average Response Time - Create Trouble		2.46	7.32		2,814			4.8589	-1	2	-0.012	-0.021
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop		29.82	33.33	4,326	216		3.19	-1.1728	-1	10	-0.061	-0.106
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop		46.10	18.33	4,326	217	44.25	3.08	5.0000	0	5	0.000	0.000
MR-4-07-3112 % Out of Service > 12 Hours - Loop		79.28	26.19	2,973	84		4.48	5.0000	0	5	0.000	0.000
MR-4-08-3112 % Out of Service > 24 Hours - Loop		56.07	19.05	2,973	84		5.49	5.0000	0	5	0.000	0.000
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop		9.94	10.76	4,588	223		2.05	-0.5352	0	10	0.000	0.000
MR-3-02-3112 % Missed Repair Appointments - CO - Loop		5.71	0.00	35	4		12.25	SS	0	10	0.000	0.000
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop		16.27	6.04	35	4	23.74	12.53	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample		Totals							-3	165	-0.103	

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

PRELIM

RESALE

Nov-2011

PO		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020 Customer Service Record - EDI		NA	47.38		158		47.3797	NA	0	NA	0.000	
PO-1-03-6020 Address Validation - EDI		NA	45.38		61		45.3770	NA	0	NA	0.000	
PO-2-02-6020 OSS Interface Availability - Prime - EDI			100.00					0	5	0.000	0.000	
PO-1-01-6050 Customer Service Record - Web GUI		NA	46.54		13		46.5385	NA	0	NA	0.000	
PO-1-03-6050 Address Validation - Web GUI		NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			100.00					0	5	0.000	0.000	
OR Ordering												
OR-1-02-2320 % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs			95.98		174			0	10	0.000	0.000	
OR-2-02-2320 % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex			97.00		100			0	5	0.000	0.000	
OR-4-11-1000 % Completed Orders with neither a PCN or BCN Sent			0.00		1,780			0	5	0.000	0.000	
OR-4-16-1000 % On Time PCN - 1 Business Day			99.55		1,759			0	5	0.000	0.000	
OR-4-17-1000 % On Time BCN - 2 Business Day			99.15		1,775			0	5	0.000	0.000	
OR-5-03-2000 % Flow Through - Achieved - POTS			90.82		196			-1	10	-0.048	-0.082	
OR-6-03-2000 % Accuracy - LSRC			3.45		29			0	10	0.000	0.000	
OR-1-04-2320 % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx			97.64		127			0	5	0.000	0.000	
OR-1-06-2320 % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx			100.00		3			0	2	0.000	0.000	
OR-2-04-2320 % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx			97.22		72			0	2	0.000	0.000	
OR-2-06-2320 % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx			100.00		1			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100 % Completed in 1 Day (1-5 lines - No Disp) - POTS Total		63.83	66.67	506	9		16.16	0.2046	0	5	0.000	0.000
PR-4-05-2100 % Missed Appointment- FP - No Dispatch - POTS		2.41	15.91	5,155	44		2.32	-4.2469	-2	20	-0.192	-0.267
PR-4-04-2100 % Missed Appointment - FP - Dispatch - POTS		21.36	33.33	988	12		11.90	-1.3231	-1	10	-0.048	-0.067
PR-4-02-2100 Average Delay Days - Total - POTS		3.48	6.18	335	11	5.66	1.73	-1.2470	-1	15	-0.072	-0.100
PR-5-01-2100 % Missed Appointment - Facilities - POTS		0.71	25.00	988	12		2.44	-4.5721	-2	5	-0.048	-0.067
PR-5-02-2100 % Orders Held for Facilities > 15 days - POTS		0.10	0.00	988	12		0.92	2.2571	0	5	0.000	0.000
PR-6-01-2100 % Installation Troubles within 30 days - POTS		6.43	5.13	1,694	78		2.84	0.1620	0	15	0.000	0.000
MR Maintenance & Repair												
Diff.												
MR-1-01-6050 Average Response Time - Create Trouble		2.46	7.32		2,814			4.8589	-1	2	-0.010	-0.018
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	127.06		795			127.0629	NA	0	NA	0.000
Stat Score												
MR-3-01-2110 % Missed Repair Appointments - Loop - Bus.		37.50	38.89	584	36		8.31	-0.3552	0	10	0.000	0.000
MR-3-02-2110 % Missed Repair Appointments - CO - Bus.		19.74	42.86	76	7		15.72	-1.7893	-2	10	-0.096	-0.175
MR-4-02-2110 Mean Time To Repair - Loop Trouble - Bus.		23.46	25.56	584	36	25.82	4.43	-0.8452	-1	5	-0.024	-0.044
MR-4-03-2110 Mean Time To Repair - CO Trouble - Bus.		21.06	49.96	76	6	35.33	14.98	-1.3237	-1	5	-0.024	-0.044
MR-4-06-2110 % Out of Service > 4 Hours - POTS - Bus		79.14	37.50	441	8		14.50	2.2035	0	5	0.000	0.000
MR-4-07-2110 % Out of Service > 12 Hours - POTS - Bus.		57.14	25.00	441	8		17.65	1.4555	0	5	0.000	0.000
MR-4-08-2110 % Out of Service > 24 Hours - POTS - Bus.		31.29	12.50	441	8		16.54	0.7245	0	5	0.000	0.000
MR-3-01-2120 % Missed Repair Appointments - Loop - Res.		28.62	25.00	3,742	4		22.61	SS	NA	0	NA	0.000
MR-3-02-2120 % Missed Repair Appointments - CO - Res.		15.59	NA	186	NA			NA	NA	0	NA	0.000
MR-4-02-2120 Mean Time To Repair - Loop Trouble - Res.		50.00	38.63	3,742	4	45.79	22.91	SS	NA	0	NA	0.000
MR-4-03-2120 Mean Time to Repair - CO Trouble - Res.		27.13	NA	186	NA	40.16		NA	NA	0	NA	0.000
MR-4-06-2120 % Out of Service > 4 Hours - POTS - Res.		92.07	100.00	2,636	2		19.11	SS	NA	0	NA	0.000
MR-4-07-2120 % Out of Service > 12 Hours - POTS - Res.		83.19	100.00	2,636	2		26.45	SS	NA	0	NA	0.000
MR-4-08-2120 % Out of Service > 24 Hours - POTS - Res.		60.32	50.00	2,636	2		34.61	SS	NA	0	NA	0.000
MR-5-01-2100 % Repeat Reports w/in 30 days - POTS		9.94	6.38	4,588	47		4.39	0.5192	0	10	0.000	0.000
BI Billing												
BI-1-02-1000 % DUF in 4 Business Days			99.98		117,434,831				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals		-12	208	-0.563

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

PRELIM

DSL

Nov-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	42.38		66		42.3788	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	59.14		7		59.1429	NA	0	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		80.77		26			-2	2	-0.036	-0.222	
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA			NA	0	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		100.00		2			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		98.18		55			0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		22			0	2	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		1,780			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.55		1,759			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.15		1,775			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	20.71	7.00	7	1	23.68	25.31	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	71.43	100.00	7	1		48.29	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	4	NA			NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	30	1		0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	27.27	0.00	11	1		46.52	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		97.22		36				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	4.20	1	10	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		82.35		51				-2	10	-0.182	-0.204
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.84	0.00	1,069	68		2.40	1.4317	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	5.66	2	53		36.02	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			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	2.46	7.32		2,814			4.8589	-1	2	-0.018	-0.027
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	20.00	2	5		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	10.92	40.89	2	5	12.62	10.56	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	15.39	NA	2	NA	17.36		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	75.00	60.00	4	5		29.05	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	20.00	4	5		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	29.82	53.45	4,326	58		6.05	-3.8622	-2	5	-0.091	-0.135
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.71	0.00	35	8		9.10	0.4095	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	46.10	19.49	4,326	58	44.25	5.85	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	16.27	4.21	35	8	23.74	9.30	1.8564	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	37.11	86.36	477	66		6.34	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.28	25.00	2,973	4		20.28	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.94	19.40	4,588	67		3.68	-2.5168	-2	10	-0.182	-0.270
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	110	-0.509	

"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

PRELIM

TRUNKS

Nov-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC			Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			8			0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	100.00			2			0	10	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	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		97.42		1,084			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		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		0.00					0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	50	0.000

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

Fair Point New Hampshire		PRELIM						Nov-2011	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1		OSS Interface	-	-	-	-			\$0
	PO-1-06	Mechanized Loop Qualification - EDI							
	PO-1-06	Mechanized Loop Qualification - CORBA							
	PO-1-06	Mechanized Loop Qualification - Web GUI							
	PO-2-02	OSS Interface Availability - Prime - WPTS		-					
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-				
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-				
ORDERING									
2		% On Time Ordering Notification	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl							
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops							
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split							
	OR-1-12	% On Time FOC							
	OR-1-13	% On Time Design Layout Record							
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)							
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl							
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops							
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split							
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl							
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl							
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale							
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale							
PROVISIONING									
3		Installation Performance	\$0	\$0	\$17,231	\$22,917	\$0	\$4,566	\$44,713
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		-				
	PR-4-02	Average Delay Days - Total	-	-	4,939				
	PR-4-02	Average Delay Days - Total - 2W Digital							
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop							
	PR-4-02	Average Delay Days -Total -Line Share/Split							
	PR-4-04	Missed Appointments -Dispatch	-	-	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	-		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				22,917			
	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						4,566	
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale							
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale							
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale							
	PR-4-01	% Missed Appointment - FP - Total - EEL							
	PR-4-02	Average Delay Days - Total - EEL							
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL							
	PR-4-01	% Missed Appointment - FP - Total - IOF							
	PR-4-02	Average Delay Days - IOF							
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF							
4	PR-4-07	% On Time Performance - LNP					\$0		\$0
5		Hot Cut Performance		-					\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-					
MAINTENANCE									
6		Maintenance Performance	\$ 10,444	\$19,495	\$0	\$42,396	\$0	\$0	\$72,334
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-				
	MR-3-01	Missed Repair Appointments - Loop - Res.	10,444		-				
	MR-3-01	Missed Repair Appointments - Loop		19,495					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale							
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops							
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				14,132			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops							
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops							
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale							
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops							
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split							
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-		
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale							
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				28,264			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split							
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-	
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-	
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$0		\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$10,376	\$10,376
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						10,376	
Month Total			\$10,444	\$19,495	\$17,231	\$65,313	\$0	\$4,566	\$127,423

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	2	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

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	100.00	2,437	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	54.15	5,819	-2	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200 % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/F		100.00	1	0	10
OR-1-06-1200 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F		100.00	32	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		100.00	2	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210 % Missed Appointment -FP -DSO -UNE/Resale		50.00	NA	2	NA		NA	0
PR-4-01-1211 % Missed Appointment -FP -DS1 -UNE/Resale		30.61	8.70	49	23	11.65	1.80	5
PR-4-01-1213 % Missed Appointment -FP -DS3 -UNE/Resale		NA	33.33	NA	3	3.00	SS	0
PR-4-01-1214 % Missed Appointment -FP -Other -UNE/Resale		NA	NA	NA	NA		NA	0
PR-4-02-1200 Average Delay Days - Total -UNE/Resale		9.31	26.67	16	3	14.47	18.28	5
PR-5-01-1200 % Missed Appointment - Facilities -UNE/Resale		1.96	3.85	51	26	3.34	-1.22	20
PR-5-02-1200 % Orders Held for Facilities > 15 days -UNE/Resale		0.00	0.00	51	26	0.00	5.00	20
PR-6-01-1200 % Installation Troubles within 30 days -UNE/Resale		0.00	0.00	21	29	0.00	5.00	10
PR-8-01-1200 % Open Orders in a Hold Status > 30 Days -UNE/Resale		13.73	7.69	51	26	8.29	0.37	5
PR-4-01-3510 % Missed Appointment - FP - Total - EEL		30.61	NA	49	NA		NA	0
PR-4-02-3510 Average Delay Days - Total - EEL		9.80	NA	15	NA	14.84	NA	0
PR-8-01-3510 % Open Orders in a Hold Status >30 Days -EEL		10.20	0.00	49	0	0.00	SS	0
PR-4-01-3530 % Missed Appointment - FP - Total - IOF		NA	NA	NA	NA		NA	0
PR-4-02-3530 Average Delay Days - IOF		NA	NA	NA	NA	0.00	NA	0
PR-8-01-3530 % Open Orders in a Hold Status >30 Days -IOF		NA	NA	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		18.42	4.19	27	4	15.72	20.77	0
MR-4-01-1217 Mean Time to Repair - DS1 & DS3 -UNE/Resale		22.70	9.21	80	102	10.07	6.26	5
MR-4-06-1216 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale		NA	NA	NA	NA		NA	0
MR-4-08-1216 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale		NA	NA	NA	NA		NA	0
MR-4-06-1217 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale		100.00	100.00	3	1	0.00	SS	0
MR-4-08-1217 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale		66.67	0.00	3	1	54.43	SS	0
MR-5-01-1200 % Repeat Reports w/in 30 days -UNE/Resale		14.95	10.38	107	106	4.89	0.80	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								105

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

Special Provision - UNE Ordering

Nov-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.94	388	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	163	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2011	80.10	201	161	SEP-2011	80.10	201	161
OCT-2011	72.68	355	258	OCT-2011	73.72	274	202
NOV-2011	88.65	326	289	NOV-2011	97.96	98	96
Overall	80.27	882	708	Overall	80.10	573	459

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
SEP-2011	98.41	251	247	SEP-2011	98.41	251	247
OCT-2011	92.05	302	278	OCT-2011	94.85	291	276
NOV-2011	95.98	348	334	NOV-2011	97.01	201	195
Overall	95.34	901	859	Overall	96.64	743	718

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2011	90.85	164	149	SEP-2011	90.85	164	149
OCT-2011	93.91	608	571	OCT-2011	94.11	611	575
NOV-2011	98.24	624	613	NOV-2011	99.21	126	125
Overall	95.49	1,396	1,333	Overall	94.23	901	849

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	16	100.00	9
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	49	0.00	39
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	27.08	147	16.66	170
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

Nov-2011

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

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$ -
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	% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000 % Software Validation	R3	R3	\$	-

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Nov-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.099	\$ -	
Unbundled Network Elements - Loop	-0.103	\$ -	
Resale	-0.563	\$ 182,579	
Digital Subscriber Lines	-0.509	\$ 80,478	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 263,057
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 44,713	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 72,334	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total			\$ 127,423
Individual Rule Payments:			\$ 1,488
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 391,969

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

UNE Platform

Nov-2011

PO		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
		FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review			
PO-1-01-6020 Customer Service Record - EDI		NA	47.38		158		47.3797	NA	0	NA	0.000	
PO-1-03-6020 Address Validation -EDI		NA	45.38		61		45.3770	NA	0	NA	0.000	
PO-2-02-6020 OSS Interface Availability - Prime - EDI			100.00					0	5	0.000	0.000	
PO-1-01-6030 Customer Service Record - CORBA		NA	NA		NA			NA	0	NA	0.000	
PO-1-03-6030 Address Validation - CORBA		NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6030 OSS Interface Availability - Prime - CORBA			NA					NA	0	NA	0.000	
PO-1-01-6050 Customer Service Record - Web GUI		NA	46.54		13		46.5385	NA	0	NA	0.000	
PO-1-03-6050 Address Validation - Web GUI		NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			100.00					0	5	0.000	0.000	
OR Ordering		Wgt.										
OR-1-02-3140 % On Time LSRC - Flow Through - Platform - 2hrs			95.74		94			0	10	0.000	0.000	
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform			100.00		36			0	5	0.000	0.000	
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.00		1,780			0	5	0.000	0.000	
OR-4-16-1000 % On Time PCN - 1 Business Day			99.55		1,759			0	5	0.000	0.000	
OR-4-17-1000 % On Time BCN - 2 Business Day			99.15		1,775			0	5	0.000	0.000	
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			97.96		98			0	5	0.000	0.000	
OR-6-03-3140 % Accuracy - LSRC - Platform			0.00		24			0	5	0.000	0.000	
OR-1-04-3140 % OT LSRC - No Facility Check - Platform			98.38		185			0	5	0.000	0.000	
OR-1-06-3140 % OT LSRC/ASRC - Facility Check - Platform			100.00		8			0	2	0.000	0.000	
OR-2-04-3140 % OT LSR Rej.- No Facility Check - Platform			100.00		114			0	2	0.000	0.000	
OR-2-06-3140 % OT LSR/ASR Rej. - Facility Check - Platform			100.00		2			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC							
PR-3-01-3140 % Completed in 1 Day (1-5 Lines - No Disp) - Platform		63.83	69.57	506	46		7.40	0.6074	0	5	0.000	0.000
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform		2.41	2.42	5,155	165		1.21	-0.3451	0	20	0.000	0.000
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform		21.36	15.38	988	13		11.44	0.1146	0	10	0.000	0.000
PR-4-02-3100 Average Delay Days - Total - POTS		3.48	2.58	335	19	5.66	1.34	0.5993	0	15	0.000	0.000
PR-5-01-3140 % Missed Appointment - Facilities - Platform		0.71	0.00	988	13		2.34	1.3551	0	5	0.000	0.000
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform		0.10	0.00	988	13		0.89	2.2266	0	5	0.000	0.000
PR-6-01-3140 % Installation Troubles within 30 days - Platform		6.43	3.77	1,694	106		2.46	0.8794	0	10	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score	
MR-1-01-6050 Average Response Time - Create Trouble		2.46	7.32		2,814			4.8589	-1	2	-0.009	-0.011
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	127.06		795			127.0629	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus		37.50	33.96	584	106		5.11	0.5802	0	10	0.000	0.000
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus		19.74	25.00	76	12		12.36	-0.8253	0	10	0.000	0.000
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus		23.46	23.14	584	106	25.82	2.73	-0.0652	0	5	0.000	0.000
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus		21.06	8.94	76	12	35.33	10.97	1.1179	0	5	0.000	0.000
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus		79.14	79.41	441	34		7.23	-0.2211	0	5	0.000	0.000
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus		57.14	38.24	441	34		8.81	1.9547	0	5	0.000	0.000
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus		31.29	8.82	441	34		8.25	2.7785	0	5	0.000	0.000
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res		28.62	33.33	3,742	84		4.99	-1.0643	0	10	0.000	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res		15.59	25.00	186	4		18.33	SS	NA	0	NA	0.000
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res		50.00	52.35	3,742	84	45.79	5.05	-0.7082	0	5	0.000	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res		27.13	24.13	186	4	40.16	20.29	SS	NA	0	NA	0.000
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res		92.07	83.87	2,636	31		4.88	1.2966	0	5	0.000	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res		83.19	83.87	2,636	31		6.76	-0.2925	0	5	0.000	0.000
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res		60.32	64.52	2,636	31		8.84	-0.6514	0	5	0.000	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform		9.94	8.74	4,588	206		2.13	0.4217	0	10	0.000	0.000
BI Billing												
BI-1-02-1000 % DUF in 4 Business Days			99.98		#####				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-1	223	-0.009

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

Fair Point New Hampshire

FINAL

UNE LOOP

Nov-2011

Performance Assurance Plan Report

		Performance		Observations		Perf.		Wgt.		Domain Clustering		
PO	Pre-Ordering	FP	CLEC		CLEC		Diff.	Score	Wgt.	Score	Review	
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA					0	5	0.000	0.000	
PO-1-01-6020	Customer Service Record - EDI	NA	47.38		158		47.3797	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	45.38		61		45.3770	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	46.54		13		46.5385	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering									Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.18		248			0	10	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		30			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		1,780			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.55		1,759			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.15		1,775			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.01		201			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		35			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.54		203			0	5	0.000	0.000	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA			NA	0	NA	0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		49			0	2	0.000	0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA			NA	0	NA	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	3.48	2.58	335	19	5.66	1.34	0.5993	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	21.36	18.52	988	54		5.73	0.2984	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.71	1.79	988	56		1.15	-1.5199	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.10	0.00	988	56		0.44	1.6105	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	3.84	0.00	1,069	143		1.71	2.5557	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		49				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		16				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	2.46	7.32		2,814			4.8589	-1	2	-0.012	-0.021
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	29.82	33.33	4,326	216		3.19	-1.1728	-1	10	-0.061	-0.106
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	46.10	18.33	4,326	217	44.25	3.08	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	79.28	26.19	2,973	84		4.48	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	56.07	19.05	2,973	84		5.49	5.0000	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.94	10.76	4,588	223		2.05	-0.5352	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.71	0.00	35	4		12.25	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	16.27	6.04	35	4	23.74	12.53	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-2	165	-0.073

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL RESALE

Nov-2011

PO	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	47.38		158	47.3797	NA	0	NA	0.000				
PO-1-03-6020	Address Validation -EDI	NA	45.38		61	45.3770	NA	0	NA	0.000				
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000				
PO-1-01-6050	Customer Service Record - Web GUI	NA	46.54		13	46.5385	NA	0	NA	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	NA		NA		NA	0	NA	0.000				
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000				
OR Ordering														
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	95.98		174			0	10	0.000	0.000				
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	97.00		100			0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.00		1,780			0	5	0.000	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day	99.55		1,759			0	5	0.000	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day	99.15		1,775			0	5	0.000	0.000				
OR-5-03-2000	% Flow Through - Achieved - POTS	90.82		196			-1	10	-0.048	-0.082				
OR-6-03-2000	% Accuracy - LSRC	3.45		29			0	10	0.000	0.000				
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	97.64		127			0	5	0.000	0.000				
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00		3			0	2	0.000	0.000				
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	97.22		72			0	2	0.000	0.000				
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00		1			0	2	0.000	0.000				
PR Provisioning														
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	63.83	66.67	506	9		16.16	0.2046	0	5	0.000	0.000		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.41	15.91	5,155	44		2.32	-4.2469	-2	20	-0.192	-0.267		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	21.36	33.33	988	12		11.90	-1.3231	-1	10	-0.048	-0.067		
PR-4-02-2100	Average Delay Days - Total - POTS	3.48	6.18	335	11	5.66	1.73	-1.2470	-1	15	-0.072	-0.100		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.71	25.00	988	12		2.44	-4.5721	-2	5	-0.048	-0.067		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.10	0.00	988	12		0.92	2.2571	0	5	0.000	0.000		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.43	5.13	1,694	78		2.84	0.1620	0	15	0.000	0.000		
MR Maintenance & Repair														
MR-1-01-6050	Average Response Time - Create Trouble	2.46	7.32		2,814			4.8589	-1	2	-0.010	-0.018		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	127.06		795			127.0629	NA	0	NA	0.000		
Stat Score														
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	37.50	38.89	584	36		8.31	-0.3552	0	10	0.000	0.000		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	19.74	42.86	76	7		15.72	-1.7893	-2	10	-0.096	-0.175		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	23.46	25.56	584	36	25.82	4.43	-0.8452	-1	5	-0.024	-0.044		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	21.06	49.96	76	6	35.33	14.98	-1.3237	0	5	0.000	0.000		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	79.14	37.50	441	8		14.50	2.2035	0	5	0.000	0.000		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	57.14	25.00	441	8		17.65	1.4555	0	5	0.000	0.000		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	31.29	12.50	441	8		16.54	0.7245	0	5	0.000	0.000		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	28.62	25.00	3,742	4		22.61	SS	NA	0	NA	0.000		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	15.59	NA	186	NA			NA	NA	0	NA	0.000		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	50.00	38.63	3,742	4	45.79	22.91	SS	NA	0	NA	0.000		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	27.13	NA	186	NA	40.16		NA	NA	0	NA	0.000		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	92.07	100.00	2,636	2		19.11	SS	NA	0	NA	0.000		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	83.19	100.00	2,636	2		26.45	SS	NA	0	NA	0.000		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	60.32	50.00	2,636	2		34.61	SS	NA	0	NA	0.000		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.94	6.38	4,588	47		4.39	0.5192	0	10	0.000	0.000		
BI Billing														
BI-1-02-1000	% DUF in 4 Business Days		99.98		117,434,831				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals			-11	208	-0.538

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

DSL

Nov-2011

PO		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
Pre-Ordering												
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	42.38		66	42.3788	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	59.14		7	59.1429	NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		80.77		26		-2	2	-0.036	-0.222		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
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		100.00		2		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	NA		NA			NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		98.18		55		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		22		0	2	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		1,780		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.55		1,759		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.15		1,775		0	2	0.000	0.000		
Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	20.71	7.00	7	1	23.68	25.31	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	71.43	100.00	7	1		48.29	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	4	NA			NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	30	1		0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	27.27	0.00	11	1		46.52	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		97.22		36				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	4.20	1	10	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		82.35		51				-2	10	-0.182	-0.204
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.84	0.00	1,069	68		2.40	1.4317	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	5.66	2	53		36.02	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				0.000
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
Maintenance & Repair		FP	CLEC	FP	CLEC			Diff.	Perf. Score	Wtg	Wgtd Score	
MR-1-01-6050	Average Response Time - Create Trouble	2.46	7.32		2,814			4.8589	-1	2	-0.018	-0.027
							Stat. Score					
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	20.00	2	5		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	10.92	40.89	2	5	12.62	10.56	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	15.39	NA	2	NA	17.36			NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	75.00	60.00	4	5		29.05	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	20.00	4	5		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	29.82	53.45	4,326	58		6.05	-3.8622	-2	5	-0.091	-0.135
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.71	0.00	35	8		9.10	0.4095	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	46.10	19.49	4,326	58	44.25	5.85	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	16.27	4.21	35	8	23.74	9.30	1.8564	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	37.11	86.36	477	66		6.34	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.28	25.00	2,973	4		20.28	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.94	19.40	4,588	67		3.68	-2.5168	-2	10	-0.182	-0.270
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	110	-0.509	

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

Fair Point New Hampshire Performance Assurance Plan Report

FINAL

TRUNKS

Nov-2011

OR		Ordering		Performance		Observations		Perf.			
			CLEC	FP	CLEC	Score			Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00		8			0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record		100.00		2			0	10	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)		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		97.42		1,084			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		NA	NA	0	0.000	
MR		Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000	
NP		Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0.00					0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	50	0.000

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

Fair Point New Hampshire		FINAL					Nov-2011		
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1		OSS Interface	-	-	-	-			\$0
	PO-1-06	Mechanized Loop Qualification - EDI							
	PO-1-06	Mechanized Loop Qualification - CORBA							
	PO-1-06	Mechanized Loop Qualification - Web GUI							
	PO-2-02	OSS Interface Availability - Prime - WPTS		-					
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-				
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-				
ORDERING									
2		% On Time Ordering Notification	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl							
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops							
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split							
	OR-1-12	% On Time FOC							
	OR-1-13	% On Time Design Layout Record					-		
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-		
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl							
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops							
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split							
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl					-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl					-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale					-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale					-		
PROVISIONING									
3		Installation Performance	\$0	\$0	\$17,231	\$22,917	\$0	\$4,566	\$44,713
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		-				
	PR-4-02	Average Delay Days - Total	-	-	4,939				
	PR-4-02	Average Delay Days - Total - 2W Digital							
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop							
	PR-4-02	Average Delay Days -Total -Line Share/Split							
	PR-4-04	Missed Appointments -Dispatch	-	-	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	-		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				22,917			
	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						4,566	
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						-	
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale						-	
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale						-	
	PR-4-01	% Missed Appointment - FP - Total - EEL						-	
	PR-4-02	Average Delay Days - Total - EEL						-	
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL						-	
	PR-4-01	% Missed Appointment - FP - Total - IOF						-	
	PR-4-02	Average Delay Days - IOF						-	
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF						-	
4	PR-4-07	% On Time Performance - LNP					\$0		\$0
5		Hot Cut Performance		-					\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-					
MAINTENANCE									
6		Maintenance Performance	\$ -	\$19,495	\$0	\$42,396	\$0	\$0	\$61,891
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-				
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-				
	MR-3-01	Missed Repair Appointments - Loop		19,495					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale							
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops							
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				14,132			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops							
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops							
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale							
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops							
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split							
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-		
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale							
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				28,264			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split							
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-	
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-	
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$0		\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$10,376	\$10,376
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						10,376	
Month Total			\$0	\$19,495	\$17,231	\$65,313	\$0	\$4,566	\$116,980

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	2	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	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	2,437	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Receipt	54.15	5,819	-2	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	32	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	100.00	2	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	NA	2	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	30.61	8.70	49	23	11.65	1.80	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	33.33	NA	3	3.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	9.31	26.67	16	3	14.47	18.28	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.96	3.85	51	26	3.34	-1.22	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	51	26	0.00	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	21	29	0.00	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	13.73	7.69	51	26	8.29	0.37	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	30.61	NA	49	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	9.80	NA	15	NA	14.84	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	10.20	0.00	49	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	18.42	4.19	27	4	15.72	20.77	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	22.70	9.21	80	102	10.07	6.26	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	3	1	0.00	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	66.67	0.00	3	1	54.43	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	14.95	10.38	107	106	4.89	0.80	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								105

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

Special Provision - UNE Ordering

Nov-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.94	388	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	163	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2011	80.10	201	161	SEP-2011	80.10	201	161
OCT-2011	72.68	355	258	OCT-2011	73.72	274	202
NOV-2011	88.65	326	289	NOV-2011	97.96	98	96
Overall	80.27	882	708	Overall	80.10	573	459

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
SEP-2011	98.41	251	247	SEP-2011	98.41	251	247
OCT-2011	92.05	302	278	OCT-2011	94.85	291	276
NOV-2011	95.98	348	334	NOV-2011	97.01	201	195
Overall	95.34	901	859	Overall	96.64	743	718

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2011	90.85	164	149	SEP-2011	90.85	164	149
OCT-2011	93.91	608	571	OCT-2011	94.11	611	575
NOV-2011	98.24	624	613	NOV-2011	99.21	126	125
Overall	95.49	1,396	1,333	Overall	94.23	901	849

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	16	100.00	9
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	49	0.00	39
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 Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	27.08	147	16.66	170
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

Nov-2011

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

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

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

Nov-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.009	\$ -	
Unbundled Network Elements - Loop	-0.073	\$ -	
Resale	-0.538	\$ 182,579	
Digital Subscriber Lines	-0.509	\$ 80,478	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 263,057
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 44,713	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 61,891	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total			\$ 116,980
Individual Rule Payments:			\$ 1,488
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 381,525

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