

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

PRELIM UNE Platform

Apr-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score		Wgt.	Wgt'd. Score		Domain Clustering Review
		FP	CLEC	FP	CLEC		Score	Wgt.		Score	Wgt.	
PO-1-01-6020	Customer Service Record - EDI	NA	2.68		2,554	2.6832	0	2		0.000		0.000
PO-1-03-6020	Address Validation - EDI	NA	9.85		902	9.8492	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	2.47		68	2.4706	0	2		0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.18		17	3.1765	0	2		0.000		0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5		0.000		0.000
OR Ordering												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		249		0	10		0.000		0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		6		0	5		0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		3,938		0	5		0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80		1,828		0	5		0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09		3,936		0	5		0.000		0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		87.93		116		-2	5		-0.044		-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		1.89		423		0	5		0.000		0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		135		0	5		0.000		0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		6		0	2		0.000		0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		36		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												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.50	93.33	408	15	12.73	2.3349	0	5	0.000		0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.34	4.27	4,282	117	1.91	0.2574	0	20	0.000		0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	7.51	20.00	559	30	4.94	-2.4408	-2	10	-0.087		-0.143
PR-4-02-3100	Average Delay Days - Total - POTS	3.11	2.93	228	14	7.79	2.14	-0.2206	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.07	3.33	559	30	1.93	-1.6962	-2	5	-0.044		-0.071
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	559	30	0.00	5.0000	0	5	0.000		0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	9.84	4.07	1,199	123	2.82	2.0743	0	10	0.000		0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465		6.1112	-2	2	-0.017		-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	128.68		552		128.6812	NA	0	NA		0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.26	4.88	367	41	5.40	1.1719	0	10	0.000		0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	8.43	0.00	83	8	10.29	0.0325	0	10	0.000		0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.54	14.02	367	41	14.33	2.36	-0.6409	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.12	3.48	83	8	10.13	3.75	0.4305	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	52.78	76.47	252	17	12.51	-2.2135	-2	5	-0.044		-0.057
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	30.56	35.29	252	17	11.54	-0.6959	0	5	0.000		0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.56	0.00	252	17	5.74	0.2752	0	5	0.000		0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	4.90	5.56	1,532	18	5.12	-0.7735	0	10	0.000		0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.10	NA	98	NA		NA	NA	0	NA		0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.95	13.28	1,532	18	20.94	4.96	1.1184	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	11.83	NA	98	NA	14.10		NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	78.34	75.00	1,048	8	14.62	0.1150	0	5	0.000		0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	59.06	37.50	1,048	8	17.45	0.8769	0	5	0.000		0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	14.22	12.50	1,048	8	12.39	0.4745	0	5	0.000		0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.95	11.94	2,080	67	3.72	-0.7646	0	10	0.000		0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		#####			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample												
Totals										-10	229	-0.236

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

UNE LOOP

Apr-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgt.	Domain	Clustering
		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	2.68	2,554		2.6832	0	2		0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.85	902		9.8492	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	2.47	68		2.4706	0	2		0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.18	17		3.1765	0	2		0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5		0.000	0.000	
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00	1,473			0	10		0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA	NA			NA	0		NA	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00	3,938			0	2		0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80	1,828			0	2		0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09	3,936			0	2		0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.95	195			0	5		0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		0.85	471			0	5		0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.75	628			-1	5		-0.030	-0.076	
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	4			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												
PR-4-02-3100	Average Delay Days - Total - POTS	3.11	2.93	228	14	7.79	2.14	-0.2206	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	7.51	3.85	559	52		3.82	0.6601	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.07	0.00	559	53		1.48	0.2003	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	559	53		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.57	0.00	700	103		2.79	3.2735	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		52			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		10			0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465			6.1112	-2	2	-0.024	-0.038
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.32	4.67	1,899	107		2.42	0.4363	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	18.23	7.39	1,899	107	19.92	1.98	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	53.92	13.79	1,250	29		9.38	4.2406	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	12.32	0.00	1,250	29		6.17	1.9922	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.95	5.13	2,080	117		2.84	1.6275	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.94	0.00	34	8		6.64	0.8761	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.05	3.98	34	8	6.35	2.49	0.3226	0	5	0.000	0.000
Totals										-3	166	-0.054

"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

RESALE

Apr-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.68		2,554	2.6832	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.85		902	9.8492	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	2.47		68	2.4706	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.18		17	3.1765	0	2	0.000	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		100.00		616		0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		3,938		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80		1,828		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09		3,936		0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		77.93		299		-2	10	-0.094	-0.169
OR-6-03-2000	% Accuracy - LSRC		1.10		1,004		0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		294		0	5	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		96		0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.50	55.56	408	9	16.31	-0.7818	0	5	0.000
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	4.34	4.76	4,282	42	3.16	-0.5978	0	20	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	7.51	11.76	559	17	6.49	-1.1116	-1	10	-0.047
PR-4-02-2100	Average Delay Days - Total - POTS	3.11	1.00	228	4	7.79	3.93	SS	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.07	5.88	559	17	2.54	-2.1495	-2	5	-0.047
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	559	17	0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	9.67	6.56	1,199	61	3.88	0.5471	0	15	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465		6.1112	-2	2	-0.019
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	128.68		552		#####	NA	0	NA
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.26	5.00	367	20	7.53	0.5633	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	8.43	0.00	83	6	11.75	0.2600	0	10	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.54	14.35	367	20	14.33	3.29	-0.3861	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.05	15.84	83	7	12.18	4.79	-1.2500	-1	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	52.78	25.00	252	4	25.16	SS	NA	0	NA
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	30.56	25.00	252	4	23.21	SS	NA	0	NA
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.56	0.00	252	4	11.54	SS	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	4.90	0.00	1,532	1	21.58	SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.10	NA	98	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.95	14.30	1,532	1	20.94	20.95	SS	NA	0
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	11.83	NA	98	NA	14.10		NA	NA	0
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	78.34	NA	1,048	NA		NA	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	59.06	NA	1,048	NA		NA	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	14.22	NA	1,048	NA		NA	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.95	7.41	2,080	27	5.80	0.0269	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		121,967,970			0	5	0.000
							Totals	-8	212	-0.231

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

Apr-2012

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	8.08		320	8.0813	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	6.90		30	6.9000	0	5	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		100.00		44		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6		0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	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		33		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		0.00		3,938		0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80		1,828		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09		3,936		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	FP	CLEC	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	100.00	NA	2	NA		NA	NA	0	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		266.67		18		NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	24.00	2.75	1	4	0.00	SS	NA	10	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		45			0	10	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.57	0.00	700	61	3.53	2.3222	0	15	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	20.00	0.00	5	48	18.80	SS	0	5	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	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	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	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465		6.1112	-2	2	-0.034	
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	2	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	59.25	NA	1	0.00	1.00	SS	0	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	NA	0	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	2	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.32	3.70	1,899	27	4.72	0.0353	0	5	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.94	0.00	34	2	12.29	SS	0	5	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.23	6.01	1,899	27	19.92	3.86	5.0000	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.05	9.34	34	2	6.35	4.62	SS	NA	0	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	28.16	100.00	103	29	9.45	5.0000	0	5	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	53.92	0.00	1,250	2	35.27	SS	0	10	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.95	18.75	2,080	32	5.33	-1.7975	-2	10	-0.168	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	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	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	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	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-4	119	-0.202	

"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

Apr-2012

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				2		0	5	0.000	
OR-1-13-5000 % On Time Design Layout Record		100.00				1		0	10	0.000	
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)		100.00				1		0	5	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			98.23		1,073			0	20	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks			NA		0			0	0	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	2	1	0.00	SS	0	5	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	2	1	0.00	SS	0	5	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	2	1	0.00	SS	0	10	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		50.00	0.00	2	1	61.24	SS	0	5	0.000	
MR		Maintenance & Repair									
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA			NA	NA	0	0.000
NP		Network Performance									
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			0.00					0	5	0.000	
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			0.00					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	80	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				Apr-2012			
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 - 2Wdg-UNE/Resale	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	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 - 2Wdg-UNE/Resale	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus Day	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$11,604	\$0	\$2,853	\$0	\$0	\$5,522	-	\$20,980
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	11,604	-	2,853	-	-	-	-	
	PR-4-04 Missed Appnt - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
	PR-4-04 Missed Appnt - Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-05 Missed Appointments - No Dispatch	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appnt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appnt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	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	-	-	-	-	-	6,522	-	
	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 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn 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	\$	\$0	\$0	\$29,239	\$0	\$0	-	\$29,239
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt - Loop - 2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Spit	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair - CO - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Spit	-	-	-	-	-	-	-	
	MR-4-03 Out of Service > 24Hrs. - Bus.	-	-	-	-	-	-	-	
	MR-4-03 Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-03 Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	29,239	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	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-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	
	MR-4-03 % 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 Acknowledged w/in 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 % CLEC Billing Claims Resld w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$11,604	\$0	\$2,853	\$29,239	\$0	\$6,522	\$0	\$50,218

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	5	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business D:	95.44	461	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.87	3,006	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/Re	100.00	19	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	96.97	33	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
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	NA	NA	0
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	20.00	NA	5	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.33	5.00	30	40	8.21	0.80	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	3	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.00	1.00	5	2	11.11	25.10	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	2.38	38	42	0.00	-5.00	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	38	42	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	16	54	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	23.68	4.76	38	42	9.52	2.16	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	13.33	NA	30	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	6.50	NA	4	NA	9.11		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	23.33	0.00	30	0	0.00	SS	0	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	0	NA		NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	0
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	20.34	6.13	23	4	28.35	21.81	SS	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.69	8.21	62	57	9.22	1.69	-0.39	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	66.67	100.00	3	1	54.43	SS	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	3	1	0.00	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	32.94	9.68	85	62	7.85	3.21	0	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

Apr-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.67	763	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	40	\$ -
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
FEB-2012	96.88	384	372	FEB-2012	94.90	98	93
MAR-2012	82.37	624	514	MAR-2012	76.92	91	70
APR-2012	70.49	410	289	APR-2012	87.93	116	102
Overall	82.86	1,418	1,176	Overall	86.89	305	265

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
FEB-2012	99.38	322	320	FEB-2012	100.00	211	211
MAR-2012	93.85	309	290	MAR-2012	95.00	160	152
APR-2012	95.47	287	274	APR-2012	97.95	195	191
Overall	96.30	918	884	Overall	97.88	566	554

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
FEB-2012	98.56	416	410	FEB-2012	95.80	286	274
MAR-2012	93.56	2,592	2,426	MAR-2012	93.89	2,404	2,267
APR-2012	95.12	3,174	3,019	APR-2012	95.56	3,042	2,907
Overall	94.69	6,182	5,854	Overall	94.87	5,732	5,438

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	10	100.00	22
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	52	0.00	45
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 Durtin HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-FP	11.25	205	10.21	231
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin 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.

Apr-2012

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

	% On Time	Observations	Mrkt Adj.
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	\$	-

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

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

Apr-2012

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.236	\$ -	
Unbundled Network Elements - Loop	-0.054	\$ -	
Resale	-0.231	\$ -	
Digital Subscriber Lines	-0.202	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ -
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 20,980	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 29,239	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 50,218
Individual Rule Payments:			\$ 142
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 50,360

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

Apr-2012

		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	2.68	2,554		2.6832	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.85	902		9.8492	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	2.47	68		2.4706	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.18	17		3.1765	0	2	0.000	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		100.00	249			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	8			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00	3,938			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80	1,828			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09	3,936			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		87.93	116			-2	5	-0.044	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.89	423			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00	135			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	6			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00	36			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	62.50	93.33	408	15	12.73	2.3349	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.34	4.27	4,282	117	1.91	0.2574	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	7.51	20.00	559	30	4.94	-2.4408	-2	10	-0.087	-0.143
PR-4-02-3100	Average Delay Days - Total - POTS	3.11	2.93	228	14	7.79	-0.2206	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.07	3.33	559	30		-1.6962	-2	5	-0.044	-0.071
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	559	30		5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	9.84	4.07	1,199	123	2.82	2.0743	0	10	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Perf. Score	Wgt.	Wgt. Score	
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465			6.1112	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	128.68		552			128.6812	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.26	4.88	367	41	5.40		1.1719	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	8.43	0.00	83	8	10.29		0.0325	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.54	14.02	367	41	14.33	2.36	-0.6409	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.12	3.48	83	8	10.13	3.75	0.4305	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	52.78	76.47	252	17	12.51	-2.2135	-2	5	-0.044	-0.057
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	30.56	35.29	252	17	11.54	-0.6959	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.56	0.00	252	17	5.74	0.2762	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	4.90	5.56	1,532	18	5.12		-0.7735	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.10	NA	98	NA			NA	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.95	13.28	1,532	18	20.94	4.96	1.1184	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	11.83	NA	98	NA	14.10		NA	NA	0	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	78.34	75.00	1,048	8	14.62		0.1150	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	59.06	37.50	1,048	8	17.45		0.8769	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	14.22	12.50	1,048	8	12.39		0.4745	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.95	11.94	2,080	67	3.72		-0.7646	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		121,967,970			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											
Totals								-10	229	-0.236	

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

Fair Point New Hampshire FINAL
Performance Assurance Plan Report

UNE LOOP

Apr-2012

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	2.68		2,554		2.6832	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.85		902		9.8492	NA	0	NA
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	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	2.47		68		2.4706	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.18		17		3.1765	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000
OR Ordering								Wgt.		
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00		1,473			0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		NA			NA	0	NA
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		3,938			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80		1,828			0	2	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09		3,936			0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.95		195			0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		0.85		471			0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.75		628			-1	5	-0.030
OR-1-08-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA			NA	0	NA
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		4			0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA			NA	0	NA
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.	
PR-4-02-3100	Average Delay Days - Total - POTS	3.11	2.93	228	14	7.79	2.14	-0.2206	0	5
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	7.51	3.85	559	52		3.82	0.6601	0	20
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.07	0.00	559	53		1.48	0.2003	0	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	559	53		0.00	5.0000	0	5
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.57	0.00	700	103		2.79	3.2735	0	10
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		52				0	10
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		10				0	10
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0
MR Maintenance & Repair		Diff.								
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465			6.1112	-2	2
		Stat. Score								
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.32	4.67	1,899	107		2.42	0.4363	0	10
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	18.23	7.39	1,899	107	19.92	1.98	5.0000	0	5
MR-4-07-3112	% Out of Service > 12 Hours - Loop	53.92	13.79	1,250	29		9.36	4.2406	0	5
MR-4-08-3112	% Out of Service > 24 Hours - Loop	12.32	0.00	1,250	29		6.17	1.9922	0	5
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.95	5.13	2,080	117		2.84	1.6275	0	10
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.94	0.00	34	8		6.64	0.8761	0	10
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.05	3.98	34	8	6.35	2.49	0.3226	0	5
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-3
									166	-0.054

"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**

FINAL

RESALE

Apr-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.68		2,554		2.6832	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.65		902		9.8492	NA	0	NA
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.47		68		2.4706	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.18		17		3.1765	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2hrs		100.00		616			0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8			0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		3,938			0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.80		1,828			0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.09		3,936			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		77.93		299			-2	10	-0.094
OR-6-03-2000	% Accuracy - LSRC		1.10		1,004			0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		294			0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6			0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		96			0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.50	55.56	408	9		16.31	-0.7818	0	5
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	4.34	4.76	4,262	42		3.16	-0.5978	0	20
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	7.51	11.76	559	17		6.49	-1.1116	-1	10
PR-4-02-2100	Average Delay Days - Total - POTS	3.11	1.00	228	4	7.79	3.93	SS	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.07	5.88	559	17		2.54	-2.1495	-2	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	559	17		0.00	5.0000	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	9.67	6.56	1,199	61		3.88	0.5471	0	15
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.45	7.56		2,465			6.1112	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	128.68		552			128.6812	NA	0
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		121,967,970				0	5
Totals										
									-8	212
									-0.231	

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

Apr-2012

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	8.08		320		8.0813	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	6.90		30		6.9000	0	5	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			100.00		44		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request			100.00		1		0	2	0.000	0.000		
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			100.00		3		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			100.00		6		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale			100.00		1		0	2	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		33		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/Spit			NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Spit			NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Spit			NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Spit			NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.00		3,938		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day			98.80		1,828		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			99.09		3,938		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		NA	NA		NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		0.00	NA	1	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		0.00	NA	1	NA			NA	NA	0	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale		0.00	NA	3	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		100.00	NA	2	NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			266.67		18			NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		24.00	2.75	1	4	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			100.00		45			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		7.57	0.00	700	61	3.53	2.3222	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		20.00	0.00	5	48	18.80	SS	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit			NA		NA			NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit			NA		NA			NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Spit		NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Spit		NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Spit		NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Spit		NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Spit		NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair			FP	CLEC	FP	CLEC	Diff. Perf. Score Wgt Wgt'd Score						
MR-1-01-6050	Average Response Time - Create Trouble		1.45	7.56		2,465		6.1112	-2	2	-0.034	-0.043	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		NA	0.00	NA	1	1.00	SS	0	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		NA	59.25	NA	1	0.00	1.00	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		NA	0.00	NA	1	1.00	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		NA	0.00	NA	1	1.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		6.32	3.70	1,899	27	4.72	0.0353	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		2.94	0.00	34	2	12.29	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		18.23	6.01	1,899	27	19.92	3.86	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		6.05	9.34	34	2	6.35	4.62	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		28.16	100.00	103	29	9.45	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		53.92	0.00	1,250	2	35.27	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		9.95	18.75	2,080	32	5.33	-1.7975	-2	10	-0.168	-0.217	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Spit		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Spit		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Spit		NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Spit		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/Spit		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Spit		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Spit		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample Totals									-4	119	-0.202		

"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**

FINAL

TRUNKS

Apr-2012

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				2		0	5	0.000	
OR-1-13-5000 % On Time Design Layout Record		100.00				1		0	10	0.000	
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)		100.00				1		0	5	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			98.23		1,073			0	20	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks			NA		0			0	0	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	2	1		0.00	SS 0	5	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	2	1		0.00	SS 0	5	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	2	1		0.00	SS 0	10	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		50.00	0.00	2	1		61.24	SS 0	5	0.000	
MR		Maintenance & Repair									
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA			NA	NA	0	0.000
NP		Network Performance									
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			0.00					0	5	0.000	
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			0.00					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	80	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				Apr-2012			
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	SpeciaIs	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/SpIt	-	-	-	-	-	-	-	
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/SpIt	-	-	-	-	-	-	-	
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-	
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$11,604	\$0	\$2,853	\$0	\$0	\$6,622	-	\$20,980
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days -Total -Line Share/SpIt	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments -Dispatch	11,604	-	2,853	-	-	-	-	
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
PR-4-04	Missed Appts - Disp - Line Share/SpIt	-	-	-	-	-	-	-	
PR-4-05	Missed Appointments - No Dispatch	-	-	-	-	-	-	-	
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	
PR-4-05	% Missed Appt -No Disp -Line Share/SpIt	-	-	-	-	-	-	-	
PR-4-14	% Completed On Time - 2W xDSL Loops	-	-	-	-	-	-	-	
PR-4-16	% 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/SpIt	-	-	-	-	-	-	-	
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	-	-	-	-	-	6,622	-	
PR-5-01	% Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-	
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-	
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	
4	% On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
PR-8-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
PR-8-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
PR-8-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
MAINTENANCE									
6	Maintenance Performance	\$ -	\$0	\$0	\$29,239	\$0	\$0	-	\$29,239
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt -Loop-2W Dig-UNE/Resale	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops	-	-	-	-	-	-	-	
MR-3-01	% Missed Repair Appt -Loop -Line Share/SpIt	-	-	-	-	-	-	-	
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/SpIt	-	-	-	-	-	-	-	
MR-4-03	Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-	
MR-4-03	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	
MR-4-03	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days-2W Digital-UNE/Resale	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/SpIt	-	-	-	-	-	-	-	
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
MR-4-03	% Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
MR-4-03	% 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-2-03/6	% 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 Ackwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$11,604	\$0	\$2,853	\$29,239	\$0	\$6,622	\$0	\$50,218

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	5	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	95.44	461	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.87	3,006	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	100.00	19	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E-No FT) -All Specials -UNE/Resale	96.97	33	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
OR-2-06-1200	% OT LSR/ASRC Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	20.00	NA	5	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.33	5.00	30	40	8.21	0.80	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	3	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.00	1.00	5	2	11.11	25.10	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	2.38	38	42	0.00	-5.00	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	38	42	0.00	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	16	54	0.00	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	23.68	4.76	38	42	9.52	2.16	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	13.33	NA	30	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	6.50	NA	4	NA	9.11	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	23.33	0.00	30	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	0.00	NA	0	NA		NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	20.34	6.13	23	4	28.35	21.81	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.69	8.21	62	57	9.22	1.69	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	66.67	100.00	3	1	54.43	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	3	1	0.00	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	32.94	9.68	85	62	7.85	3.21	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

Apr-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRG - No Facility Check - POTS	95.67	763	\$ -
OR-1-06-3320	% OT LSRG/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	40	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj* \$ -

* 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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
FEB-2012	96.88	384	372	FEB-2012	94.90	98	93
MAR-2012	82.37	624	514	MAR-2012	76.92	91	70
APR-2012	70.49	410	289	APR-2012	87.93	116	102
Overall	82.86	1,418	1,175	Overall	86.89	305	265

Market Adjustment * \$ -

OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
FEB-2012	99.38	322	320	FEB-2012	100.00	211	211
MAR-2012	93.85	309	290	MAR-2012	95.00	160	152
APR-2012	95.47	287	274	APR-2012	97.95	195	191
Overall	96.30	918	884	Overall	97.88	566	554

Market Adjustment * \$ -

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
FEB-2012	98.56	416	410	FEB-2012	95.80	286	274
MAR-2012	93.56	2,592	2,425	MAR-2012	93.89	2,404	2,267
APR-2012	95.12	3,174	3,019	APR-2012	95.56	3,042	2,907
Overall	94.69	6,182	5,854	Overall	94.87	5,732	5,438

Market Adjustment * \$ -

* 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	10	100.00	22
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	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	52	0.00	45
PR-6-02-3523	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-FP	11.25	205	10.21	231
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin 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.

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Apr-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.236	\$ -	
Unbundled Network Elements - Loop	-0.054	\$ -	
Resale	-0.231	\$ -	
Digital Subscriber Lines	-0.202	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ -	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 20,980	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 29,239	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 50,218	
Individual Rule Payments:		\$ 142	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ -	
CHANGE CONTROL		\$ -	
Grand Total		\$ 50,360	

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