

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

UNE Platform

Apr-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FRP	CLEC	FRP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	1,161.94	10,351		1,161.94	NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	861.45	1,664		861.45	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74				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	3.00	64		3.00	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	56.95	37		56.95	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74				0	5	0.000	0.000
OR Ordering										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		36.57	432			-2	10	-0.104	-0.286
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA	0			NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67	1,359			-2	5	-0.052	-0.143
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48	1,296			-2	5	-0.052	-0.143
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16	1,359			-2	5	-0.052	-0.143
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00	433			0	5	0.000	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform		36.07	61			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA	0			NA	0	NA	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA	0			NA	0	NA	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA	0			NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA	0			NA	0	NA	0.000
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	0.00	0.00	2,382	74	0.00	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	19.02	23.33	6,041	240	2.58	-1.6698	-2	20	-0.208
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	33.78	65.09	10,778	444	2.29	-13.6696	-2	10	-0.104
PR-4-02-3100	Average Delay Days - Total - POTS	7.02	6.30	4,789	618	0.00	0.6645	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	10,778	444	0.00	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	10,778	444	0.00	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	5.77	7.84	884	102	2.44	-0.8506	-1	10	-0.052
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85	2,416		502.91	-2	2	-0.021	-0.028
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	63.44	891		63.44	NA	0	NA	0.000
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	18.80	53.66	383	82	4.75	-6.12410	-2	10	-0.104
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus *	39.53	60.00	43	5	23.10	SS	NA	0	NA
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus **	29.69	35.85	383	82	5.56	-0.93150	-1	5	-0.026
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus *	35.66	264.24	43	5	41.99	22.63	SS	NA	0
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	89.20	100.00	426	87	3.65	-3.66290	-2	5	-0.052
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	63.85	90.80	426	87	5.65	-5.20990	-2	5	-0.052
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	38.50	67.82	426	87	5.72	-4.90580	-2	5	-0.052
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	19.05	33.33	3,202	12	11.36	-0.90850	-1	10	-0.052
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res *	35.00	100.00	100	1	47.93	SS	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	30.49	40.98	3,202	12	58.20	13.31	-0.7879	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res *	48.99	37.56	100	1	107.35	50.24	SS	NA	0
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	93.19	100.00	3,302	13	7.00	-0.25250	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	75.89	100.00	3,302	13	11.89	-1.91180	-2	5	-0.052
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	40.88	53.85	3,302	13	13.66	-0.67320	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.78	12.00	3,456	100	3.01	-0.59360	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		92.13	62,802,041			-1	5	-0.026	
NA - No Activity or Results cannot be calculated due to zero in the Denominator *UD* - under development *SS* - Small Sample Totals -28 192 -1.063										

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

UNE LOOP

Apr-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FRP	CLEC		CLEC					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	1,161.94		10,351	1,161.94	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	861.45		1,664	861.45	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74				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	3.00		64	3.00	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	56.95		37	56.95	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74				0	5	0.000	0.000
OR Ordering										
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		47.52		383		-2	10	-0.150	-0.385
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		0		NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67		1,359		-2	2	-0.030	-0.077
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48		1,296		-2	2	-0.030	-0.077
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16		1,359		-2	2	-0.030	-0.077
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		92.62		366		-1	5	-0.038	-0.096
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		138		-2	5	0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	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		NA		NA		NA	0	NA	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000
PR Provisioning										
		FRP	CLEC	FRP	CLEC	FRP Std Deviation	Sampling error	Stat Score		
PR-4-02-3100	Average Delay Days - Total - POTS	7.02	6.30	4,789	618	0.00	1.09	0.6645	0	5
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	33.78	44.63	10,778	614		1.96	-5.5258	-2	20
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.00	0.00	10,778	614		0.00		0	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	10,778	614		0.00		0	5
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	5.81	NA	878	0		0.00	NA	NA	0
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		7.14		56			-2	10	-0.150
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	NA	0
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	NA	0
MR Maintenance & Repair										
								Diff.		
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85		2,416			502.91	-2	2
								Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	19.17	47.19	3,334	178		3.03	-8.1071	-2	10
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	30.21	27.80	3,334	178	57.22	3.53	0.4457	0	5
MR-4-07-3112	% Out of Service > 12 Hours - Loop **	75.53	79.59	3,392	196		3.16	-1.2109	-1	5
MR-4-08-3112	% Out of Service > 24 Hours - Loop	40.74	53.06	3,392	196		3.61	-3.3045	-2	5
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.78	10.05	3,456	209		2.12	-0.0353	0	10
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	34.48	72.22	58	18		12.82	-2.5542	-2	10
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	28.29	44.82	58	18	34.26	12.15	-1.6901	-2	5
Totals									-24	133

NA - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

RESALE

Apr-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		Domain Clustering
		FRP	CLEC	FRP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	1,161.94		10,351	1,161.94	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	861.45		1,664	861.45	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74				0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.00		64	3.00	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	56.95		37	56.95	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74				0	5	0.000	0.000	
OR Ordering											
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2hrs		44.74		76		-2	-2	0.026	-0.200	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		0		NA	NA	NA	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67		1,359		-2	-2	0.026	-0.200	
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48		1,296		-2	-2	0.026	-0.200	
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16		1,359		-2	-2	0.026	-0.200	
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		73		0	0	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		0.00		11		-2	-2	0.026	-0.200	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	0	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		NA		0		NA	NA	NA	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		0		NA	NA	NA	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		0		NA	NA	NA	0.000	
PR Provisioning											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	0.00	0.00	2,382	16		0.00	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	19.02	41.94	6,041	31		7.07	-3.2427	-2	20	-0.263
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	33.78	60.23	10,778	88		5.06	-5.2239	-2	10	-0.132
PR-4-02-2100	Average Delay Days - Total - POTS	7.02	11.21	4,789	66	0.00	3.17	-0.28010	0	15	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.04	0.00	10,778	88		0.21	0.1800	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	10,778	88		0.00		0	5	0.000
PR-5-01-2100	% Installation Troubles within 30 days - POTS *	5.77	1.41	884	71		2.88	1.5162	0	15	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85		2,416		502.91	-2	2	-0.026	-0.028
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	63.44		891		63.44	NA	0	NA	0.000
Stat. Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. **	18.80	31.25	383	16		9.97	-0.9266	-1	10	-0.066
MR-3-02-2110	% Missed Repair Appointments - CO - Bus. *	39.53	100.00	43	1		49.46	SS	NA	0	NA
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	29.69	29.11	383	16	57.65	11.66	-0.3837	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus. *	35.66	79.80	43	1	41.99	48.45	SS	NA	0	NA
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus **	89.20	100.00	426	17		7.68	-1.0385	-1	5	-0.033
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	63.85	76.47	426	17		11.88	-0.7970	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	38.50	47.06	426	17		12.03	-0.4689	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. **	19.05	41.67	3,202	12		11.36	-1.5442	-1	10	-0.066
MR-3-02-2120	% Missed Repair Appointments - CO - Res. *	35.00	NA	100	0		0.00	SS	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	30.49	27.74	3,202	12	58.20	13.31	-0.2088	0	5	0.000
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res. *	48.99	NA	100	0	107.35	0.00	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.19	100.00	3,302	12		7.29	-0.1777	0	5	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.89	66.67	3,302	12		12.37	1.0803	0	5	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res. **	40.88	66.67	3,302	12		14.22	-1.5092	-1	5	-0.033
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.78	14.29	3,456	21		6.50	-0.4124	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		92.13		62,802,041			-1	5	-0.033	
Totals								-21	212	-0.797	

NA - No Activity or Results cannot be calculated due to zero in the Denominator *UD* - under development *SS* - Small Sample

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

DSL

Apr-2009

PO		Pre-Ordering		Performance		Observations		Perf.		Wgtd.		Domain Clustering	
		FRP	CLEC	CLEC		Diff.		Score	Wgt.	Score	Review		
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA	0		0.00		NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74					0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA	NA				NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA	0		0.00		NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74					0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		80.00	20				-2	2	-0.065	-0.182		
PO-8-02-6000	% On Time - Engineering Record Request		100.00	3				0	2	0.000	0.000		
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA	NA				NA	NA	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			NA				NA	NA	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA	NA				NA	NA	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA	NA				NA	NA	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		NA	NA				NA	NA	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA	NA				NA	NA	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA	NA				NA	NA	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA	NA				NA	NA	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA	NA				NA	NA	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA	NA				NA	NA	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA	NA				NA	NA	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA	NA				NA	NA	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67	1,359				-2	-2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48	1,296				-2	-2	0.000	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16	1,359				-2	-2	0.000	0.000		
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale *	5.75	NA	4	0	0.00	0.00	SS	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	0	0		0.00	NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	80.00	NA	5	0		0.00	NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	NA	NA	0	0		0.00	NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale *	40.00	NA	5	0		0.00	NA	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		0			NA	NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	5.43	1	14	0.00	20.28	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		58.82		34			-2	10	-0.323	-0.500		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	5.73	NA	872	0		0.00	NA	NA	0	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	0.00	1	34		0.00	NA	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		0.00	NA	NA	0	0	0	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA		NA	0.00	0.00	NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA		NA		0.00	NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA		NA		0.00	NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA		NA		0.00	NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA		NA		0.00	NA	NA	0	0.000	0.000	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85		2,416			502.91	-2	2	-0.065	-0.054	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	100.00	NA	1	0		0.00	NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale *	0.00	NA	1	0		0.00	NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale *	116.40	NA	1	0	0.00	0.00	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale *	3.20	NA	1	0	0.00	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	50.00	NA	2	0		0.00	NA	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale *	50.00	NA	2	0		0.00	NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	0.00	NA	2	0		0.00	NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	19.17	62.07	3,334	29		7.34	-4.87300	-2	5	-0.161	-0.135	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops *	34.48	33.33	58	3		28.14	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	30.21	30.58	3,334	29	57.22	8.56	-0.0426	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops *	28.29	34.68	58	3	34.26	26.67	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	57.02	21.88	235	32		9.33	4.01270	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops **	75.53	87.50	3,392	32		7.64	-1.40380	-1	10	-0.161	-0.135	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.78	28.13	3,456	32		5.28	-2.74450	-2	10	-0.323	-0.270	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		0.00	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	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	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		0.00	NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000	
Totals								-17	74	-1.081			
*NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample													

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Notes	Description
Metric ID - PR-3-03-3340	The performance score is based on the lower of parity or absolute

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

TRUNKS

Apr-201

OR	Ordering	Performance		Observations		Perf.	
		FRP	CLEC	FRP	CLEC	Score	Wgt.
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)		NA		NA	NA	0
OR-1-13-5000	% On Time Design Layout Record		NA		NA	NA	0
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)		NA		NA	NA	0
OR-2-12-5020	% On TimeTrunk ASR Reject		NA		NA	NA	0
PR Provisioning							
PR-4-07-3540	% On Time Performance - LNP only		NA		NA	NA	0
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA	NA	0
PR-5-01-5000	% Missed Appointment - Facilities *	NA	NA	NA	NA	0.00	0
PR-5-02-5000	% Orders Held for Facilities >15 Days *	NA	NA	NA	NA	0.00	0
PR-6-01-5000	% Installation Troubles w/in 30 Days *	NA	NA	NA	NA	0.00	0
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	NA	NA	NA	NA	0.00	0
MR Maintenance & Repair							
MR-4-01-5000	Mean Time to Repair - Total *	NA	NA	NA	NA	0.00	0
MR-4-05-5000	% Out of Service >2 Hours *	NA	NA	NA	NA	0.00	0
MR-4-06-5000	% Out of Service >4 Hours *	NA	NA	NA	NA	0.00	0
MR-4-07-5000	% Out of Service >12 Hours *	NA	NA	NA	NA	0.00	0
MR-4-08-5000	% Out of Service >24 Hours *	NA	NA	NA	NA	0.00	0
MR-5-01-5000	% Repeat Reports w/in 30 Days *	NA	NA	NA	NA	0.00	0
NP Network Performance							
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA			NA	0
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA			NA	0
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample						Totals	0

* Stat and Performance score determined through permutation test

Wjrd	
Score	
	0.000
	0.000
	0.000
	0.000

	0.000
	0.000
	0.000
	0.000
	0.000
	0.000

	0.000
	0.000
	0.000
	0.000
	0.000
	0.000

	0.000
	0.000
	0.000

CRITICAL MEASURES			UNE-Platform	UNE- Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING										
1		OSS Interface	\$0	\$0	\$0	\$0				\$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	\$69,625	\$69,625	\$28,535	\$0	\$0	\$0		\$167,784
	OR-1-02	% On Time LSRC -Flow Through	\$46,416	\$58,020	\$14,267					
	OR-1-04	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale								
	OR-1-04	% On Time LSRC - No Facility Check - 2W xDSL Loops								
	OR-1-04	% OT LSRC - No Facility Check - Line Share/Split								
	OR-1-12	% OT Firm Order Confirmations (<=192 Forecasted Trunks)								
	OR-1-13	% On Time Design Layout Record								
	OR-1-19	% On Time Response - Request for Inbound Augment (<=192)								
	OR-2-04	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale								
	OR-2-04	% OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04	% OT LSR Rej - No Facility Check - Line Share/Split								
	OR-4-16	% On Time PCN - 1 Business Day	\$23,208	\$11,604	\$14,267					
	OR-1-04	% OT LSRC -No Facil Ck(Elec-No FT) -All Specials -UNE/Resale								
	OR-1-06	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale								
	OR-2-04	% OT LSR Rej -No Facil Ck (Elec-No FT) -UNE/Resale								
	OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale								
PROVISIONING										
3		Installation Performance	\$40,614	\$55,700	\$13,170	\$42,396	\$0	\$0		\$151,880
	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 -UNE/Resale								
	PR-4-02	Average Delay Days -Total -2W xDSL Loops								
	PR-4-02	Average Delay Days -Total -Line Share/Split								
	PR-4-04	% Missed Appointments -Dispatch	\$11,604	\$55,700	\$4,390					
	PR-4-04	% Missed Appointment -Dispatch -2W Digital -UNE/Resale								
	PR-4-04	% Missed Appointment -Dispatch -Line Share/Split								
	PR-4-05	% Missed Appointments - No Dispatch	\$23,208		\$8,780					
	PR-4-05	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale								
	PR-4-05	% Missed Appointment -No Dispatch -Line Share/Split								
	PR-4-14	% Completed On Time -2W xDSL Loops				\$42,396				
	PR-4-15	% On Time Provisioning - Trunks								
	PR-6-01	% Installation Troubles w/in 30 Days	\$5,802							
	PR-6-01	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale								
	PR-6-01	% Installation Troubles w/in 30 Days -2W xDSL Loops								
	PR-6-01	% Installation Troubles w/in 30 Days -Line Share/Split								
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale								
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale								
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale								
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale								
	PR-4-02	Average Delay Days - Total -UNE/Resale								
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale								
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale								
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale								
	PR-8-01	% Open Orders in a 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 only					\$0			\$0
5		Hot Cut Performance		\$139,249						\$139,249
	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		\$139,249						
	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	\$35,683	\$41,775	\$13,554	\$63,594	\$0	\$0		\$154,605
	MR-3-01	% Missed Repair Appointments - Loop - Bus.	\$17,406		\$3,924					
	MR-3-01	% Missed Repair Appointments - Loop - Res.	\$9,573		\$6,420					
	MR-3-01	% Missed Repair Appointments - Loop		\$27,850						
	MR-3-01	% Missed Repair Appt -Loop -2W Digital -UNE/Resale								
	MR-3-01	% Missed Repair Appt -Loop -2W xDSL Loops				\$21,198				
	MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split								
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08	% Out of Service >24Hrs. - Bus.	\$8,703							
	MR-4-08	% Out of Service >24Hrs. - Res.			\$3,210					
	MR-4-08	% Out of Service >24Hrs. - Total		\$13,925						
	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				\$42,396				
	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 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-06	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-06	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale								
NETWORK PERFORMANCE										
7	NP-1-04	# of Final Trunk Groups Blocked 3 months					\$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 Processes							\$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 Acknwdigd w/ 2 Bus Days								
	BI-3-05	%CLEC Billing Claims Relvd w/in 28 Cal. Days after Ack								
Total			\$145,921	\$306,348	\$55,258	\$105,990	0	0	0	\$613,517

ADJ = As per -1 Recapture Rule,, the performance score adjusted to zero based on two additional months performance

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	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	0	NA	0
NP-2-07/8	Average Delay Days - Total	NA	0	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	0	NA	0
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	0	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days	100.00	501	0	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	1,205	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		0.00		1		0	0		
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale		NA		0		NA	0		
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale		NA		0		NA	0		
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale		NA		0		NA	0		
PR		Provisioning	FRP	FRP	Std Dev	Sampling Error	Stat Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	1	0		0.00	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	0.00	67.74	1	31		0.00	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	90.00	2	10		0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA					NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	9.00	11.33	3	33	0.00	17.26	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	0	0		0.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	0	0		0.00	NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	0	0		0.00	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	0.00	4.00	4	50		0.00	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	0.00	33.33	1	9		0.00	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	7.67	0	3	0.00	3.00	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	1	9		0.00	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	2	0		0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	11.50	NA	2	0	0.00	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	2	0		0.00	NA	NA	0
MR		Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	39.09	NA	1.00	0	0.00	0.00	NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	35.39	19.70	5.00	35	62.79	22.86	SS	NA	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1.00	0		0.00	NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1.00	0		0.00	NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	80.00	42.86	5.00	35		19.12	SS	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	20.00	28.57	5.00	35		19.12	SS	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	13.64	6.00	44		0.00	SS	NA	0
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator			"UD" - under development		"SS" - Small Sample			Total		0

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator

"UD" - under development

"SS" - Small Sample

Total

Special Provision - UNE Ordering

APR-2009

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

Total Market Adj*	\$	-
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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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2009	61.54	65	40	FEB-2009	34.38	32	11
MAR-2009	19.21	531	102	MAR-2009	19.21	531	102
APR-2009	100.00	433	433	APR-2009	100.00	433	433
Overall	55.88	1,029	575	Overall	54.82	996	546

Market Adjustment *	Calculated Quarterly
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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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2009	63.77	138	88	FEB-2009	32.76	58	19
MAR-2009	51.88	478	248	MAR-2009	51.88	478	248
APR-2009	92.62	366	339	APR-2009	92.62	366	339
Overall	68.74	982	675	Overall	67.18	902	606

Market Adjustment *	Calculated Quarterly
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2009	NA			FEB-2009	NA		
MAR-2009	NA			MAR-2009	NA		
APR-2009	NA			APR-2009	NA		
Overall				Overall			

Market Adjustment *	Calculated Quarterly
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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	7.14	56	NA	
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	NA		NA	
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -FRP	2.53	323	2.35	382
		FP Std Dev.	Stat Score	FP Std Dev	Stat Score
PR-9-08-3533	Average Duration Hot Cut Installation Troubles	4.67		3.15	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*			\$182,222	\$182,222
	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-2009

		% On Time	Observations	Mrkt Adj.	
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA		\$	-
* Cumulative number of delay days greater than 8 standard		Delay Days*			
PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$	-
		% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000	% Software Validation	R3	R3	\$	-
* Cumulative number of delay hours greater than 48 hour standard		Delay Hours*			
PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$	-

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

Fair Point Communications NNE New Hampshire

PAP/CCAP Market Adjustment Summary

APR-2009

	Weighted Score	Market Adjustment
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MODE OF ENTRY

Unbundled Network Elements - Platform	-1.063	\$251,044
Unbundled Network Elements - Loop	-1.248	\$376,567
Resale	-0.797	\$57,056
Digital Subscriber Lines	-1.081	\$114,111
Trunks	0.000	\$0

Mode of Entry Total

\$798,778

CRITICAL MEASURES

1	OSS Interface	-
2	% On Time Ordering Notification	\$167,784
3	Installation Performance	\$151,880
4	% On Time Performance - LNP	\$0
5	Hot Cut Performance	\$139,249
6	Maintenance Performance	\$154,605
7	Final Trunk Groups Blocked	\$0
8	Collocation	\$0
9	Resolution Processes	\$0

Critical Measure Total

\$613,517

Individual Rule Payments:

\$

SPECIAL PROVISIONS

UNE Ordering	-
UNE Flow Through	
UNE Hot Cut Loop	\$182,222

Special Provision Total

\$182,222

CHANGE CONTROL

\$0

Grand Total

\$1,594,517

**Fair Point Communications NNE
Performance Assurance Plan Report**

New Hampshire

UNE Platform

Apr-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review
		FRP	CLEC	FRP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	1,161.94		10,351	1,161.94	NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	861.45		1,664	861.45	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74				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	3.00		64	3.00	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	56.95		37	56.95	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74				0	5	0.000	0.000
OR Ordering										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		36.57		432		-2	10	-0.104	-0.286
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		0		NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67		1,359		-2	5	-0.052	-0.143
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48		1,296		-2	5	-0.052	-0.143
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16		1,359		-2	5	-0.052	-0.143
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		433		0	5	0.000	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform		36.07		61		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		0		NA	0	NA	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		0		NA	0	NA	0.000
OR-2-04-3140	% OT LSR Rej - No Facility Check - Platform		NA		0		NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej - Facility Check - Platform		NA		0		NA	0	NA	0.000
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	0.00	0.00	2,382	74	0.00	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	19.02	23.33	6,041	240	2.58	-1.6698	-2	20	-0.208
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	33.78	65.09	10,778	444	2.29	-13.6696	-2	10	-0.104
PR-4-02-3100	Average Delay Days - Total - POTS	7.02	6.30	4,789	618	0.00	0.6645	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	10,778	444	0.00		0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	10,778	444	0.00		0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	5.77	7.84	884	102	2.44	-0.8506	-1	10	-0.052
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85		2,416		502.91	-2	2	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	63.44		891		63.44	NA	0	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		92.13		62,802,041			-1	5	-0.026
Totals							-28	192	-1.063	

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

UNE LOOP

Apr-2009

PO		Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering		
			FRP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-2-02-6010		OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020		Customer Service Record - EDI	NA	1,161.94		10,351		1,161.94	NA	0	NA	0.000	
PO-1-03-6020		Address Validation - EDI	NA	861.45		1,664		861.45	NA	0	NA	0.000	
PO-2-02-6020		OSS Interface Availability - Prime - EDI		99.74					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	3.00		64		3.00	NA	0	NA	0.000	
PO-1-03-6050		Address Validation - Web GUI	NA	56.95		37		56.95	NA	0	NA	0.000	
PO-2-02-6080		OSS Interface Availability - Prime - Web GUI		99.74					0	5	0.000	0.000	
OR													
Ordering													
OR-1-02-3331		% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		47.52		383		-2	10	-0.150	-0.385		
OR-2-02-3331		% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		0		NA	0	NA	0.000		
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent		27.67		1,359		-2	2	-0.030	-0.077		
OR-4-16-1000		% On Time PCN - 1 Business Day		54.48		1,296		-2	2	-0.030	-0.077		
OR-4-17-1000		% Billing Completion Notifiers sent on time		59.16		1,359		-2	2	-0.030	-0.077		
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop		92.62		366		-1	5	-0.038	-0.096		
OR-6-03-3331		% Accuracy - LSRC - Loop		0.00		138		-2	5	0.000	0.000		
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	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		NA		NA		NA	0	NA	0.000		
OR-2-06-3331		% OT LSRI/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
PR													
		Provisioning	FRP	CLEC	FRP	CLEC	FRP Std Deviation	Sampling error	Stat Score				
PR-4-02-3100		Average Delay Days - Total - POTS	7.02	6.30	4,789	618	0.00	1.09	0.6645	0	5	0.000	0.000
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New	33.78	44.63	10,778	614		1.96	-5.5258	-2	20	-0.301	-0.444
PR-5-01-3112		% Missed Appointment - Facilities - Loop	0.00	0.00	10,778	614		0.00		0	5	0.000	0.000
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop	0.00	0.00	10,778	614		0.00		0	5	0.000	0.000
PR-6-01-3113		% Installation Troubles within 30 days - Loop New *	5.81	NA	878	0		0.00	NA	NA	0	NA	0.000
PR-6-02-3520		% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-6-02-3523		% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-6-02-3525		% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-01-3520		% On Time Performance-Loop-Basic Hot Cut		7.14		56			-2	10	-0.150	-0.222	
PR-9-01-3523		% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-01-3525		% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-04-3525		% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
MR													
		Maintenance & Repair										Diff.	
MR-1-01-6050		Average Response Time - Create Trouble	1.94	504.85		2,416			502.91	-2	2	-0.030	-0.038
Stat. Score													
MR-3-01-3112		% Missed Repair Appointments - Loop - Loop	19.17	47.19	3,334	178		3.03	-8.1071	-2	10	-0.150	-0.192
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop	30.21	27.80	3,334	178	57.22	3.53	0.4457	0	5	0.000	0.000
MR-4-07-3112		% Out of Service > 12 Hours - Loop **	75.53	79.59	3,392	196		3.16	-1.2109	-1	5	-0.038	-0.048
MR-4-08-3112		% Out of Service > 24 Hours - Loop	40.74	53.06	3,392	196		3.61	-3.3045	-2	5	-0.075	-0.096
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop	9.78	10.05	3,456	209		2.12	-0.0353	0	10	0.000	0.000
MR-3-02-3112		% Missed Repair Appointments - CO - Loop	34.48	72.22	58	18		12.82	-2.5542	-2	10	-0.150	-0.192
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop	28.29	44.82	58	18	34.26	12.15	-1.6901	-2	5	-0.075	-0.096
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator													
"UD" - under development													
"SS" - Small Sample													
Totals									-24	133	-1.248		

NA - No Activity or Results cannot be calculated due to zero in the Denominator *UD* - under development *SS* - Small Sample

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

UNE LOOP

Apr-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Domain Clustering	
		FRP	CLEC	FRP	CLEC		Score	Wgt.		Score	Review
PO-2-02-6010	OSS Interface Availability - Prime - WPTS	NA	NA				NA	0		NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	1,161.94		10,351		1,161.94	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	861.45		1,684		861.45	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74				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	3.00		64		3.00	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	56.95		37		56.95	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74				0	5		0.000	0.000
OR Ordering											
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		47.52		383		-2	10		-0.150	-0.385
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		0		NA	0		NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67		1,359		-2	2		-0.030	-0.077
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48		1,296		-2	2		-0.030	-0.077
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16		1,359		-2	2		-0.030	-0.077
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		92.62		366		-1	5		-0.038	-0.096
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		138		-2	5		0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		NA		NA		NA	0		NA	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		NA		NA		NA	0		NA	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0		NA	0.000
PR Provisioning											
PR	Provisioning	Performance		Observations		FRP Std Deviation	Sampling error	Stat Score	Diff.	Wgt.	Domain Clustering
		FRP	CLEC	FRP	CLEC						
PR-4-02-3100	Average Delay Days - Total - POTS	7.02	6.30	4,789	618	0.00	1.09	0.6645	0	5	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	33.78	44.63	10,778	614		1.96	-5.5258	-2	20	-0.301
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.00	0.00	10,778	614		0.00	0	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	10,778	614		0.00	0	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	5.81	NA	878	0		0.00	NA	NA	0	NA
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0	NA
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		7.14		56			-2	10		-0.150
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85		2,416			502.91	-2	2	-0.030
Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	19.17	47.19	3,334	178		3.03	-8.1071	-2	10	-0.150
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	30.21	27.80	3,334	178	57.22	3.53	0.4457	0	5	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop **	75.53	79.59	3,392	196		3.16	-1.2109	-1	5	-0.038
MR-4-08-3112	% Out of Service > 24 Hours - Loop	40.74	53.06	3,392	196		3.61	-3.3045	-2	5	-0.075
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.78	10.05	3,456	209		2.12	-0.0353	0	10	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	34.48	72.22	58	18		12.82	-2.5542	-2	10	-0.150
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	28.29	44.82	58	18	34.26	12.15	-1.6901	-2	5	-0.075
Totals										-24	133
										-1.248	

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

**Fair Point Communications NNE
Performance Assurance Plan Report**

New Hampshire

RESALE

Apr-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FRP	CLEC	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	1,161.94	10,351		1,161.94	NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	861.45	1,664		861.45	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.74				0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.00	64		3.00	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	56.95	37		56.95	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.74				0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2hrs		44.74	76			-2	-2	0.026	-0.200
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA	0			NA	NA	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		27.67	1,359			-2	-2	0.026	-0.200
OR-4-16-1000	% On Time PCN - 1 Business Day		54.48	1,296			-2	-2	0.026	-0.200
OR-4-17-1000	% Billing Completion Notifiers sent on time		59.16	1,359			-2	-2	0.026	-0.200
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00	73			0	0	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC		0.00	11			-2	-2	0.026	-0.200
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00	1			0	0	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		NA	0			NA	NA	NA	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA	0			NA	NA	NA	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA	0			NA	NA	NA	0.000
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	0.00	0.00	2,382	16		0.00	0	5	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	19.02	41.94	6,041	31		7.07	-3.2427	20	-0.263
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	33.78	60.23	10,778	88		5.06	-5.2239	-2	-0.132
PR-4-02-2100	Average Delay Days - Total - POTS	7.02	11.21	4,789	66	0.00	3.17	-0.28010	0	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.04	0.00	10,778	88		0.21	0.1800	0	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	10,778	88		0.00	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	5.77	1.41	884	71		2.88	1.5162	0	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.94	504.85	2,416			502.91	-2	2	-0.026
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	63.44	691			63.44	NA	0	NA
Stat. Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. **	18.80	31.25	383	16		9.97	-0.9266	-1	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus. *	39.53	100.00	43	1		49.46	SS	NA	0
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	29.69	29.11	383	16	57.65	11.66	-0.3837	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus. *	35.66	79.80	43	1	41.99	48.45	SS	NA	0
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus **	89.20	100.00	426	17		7.68	-1.0385	-1	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	63.85	76.47	426	17		11.88	-0.7970	0	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	38.50	47.06	426	17		12.03	-0.4689	0	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. **	19.05	41.67	3,202	12		11.36	-1.5442	-1	10
MR-3-02-2120	% Missed Repair Appointments - CO - Res. *	35.00	NA	100	0		0.00	SS	NA	0
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	30.49	27.74	3,202	12	58.20	13.31	-0.2088	0	5
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res. *	48.99	NA	100	0	107.35	0.00	NA	NA	0
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.19	100.00	3,302	12		7.29	-0.1777	0	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.89	66.67	3,302	12		12.37	1.0803	0	5
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res. **	40.88	66.67	3,302	12		14.22	-1.5092	-1	5
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.78	14.29	3,456	21		6.50	-0.4124	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		92.13	62,802,041				-1	5	-0.033
Totals								-21	212	-0.797

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

DSL

Apr-2009

PO		Pre-Ordering	Performance		Observations		Perf.	Wgtd.	Domain Clustering				
			FRP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA	NA		0		0.00	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.74					0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA		NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA			NA					NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI		NA	NA		0		0.00	NA	0	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			99.74					0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification			80.00		20			-2	2	-0.065	-0.182	
PO-8-02-6000	% On Time - Engineering Record Request			100.00		3			0	2	0.000	0.000	
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	NA	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	NA	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	NA	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	NA	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops			NA		NA			NA	NA	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops			NA		NA			NA	NA	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops			NA		NA			NA	NA	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops			NA		NA			NA	NA	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split			NA		NA			NA	NA	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split			NA		NA			NA	NA	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split			NA		NA			NA	NA	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split			NA		NA			NA	NA	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			27.67		1,359			-2	-2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day			54.48		1,296			-2	-2	0.000	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time			59.16		1,359			-2	-2	0.000	0.000	
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale *		5.75	NA	4	0	0.00	0.00	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		NA	NA	0	0	0.00	0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		80.00	NA	5	0	0.00	0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *		NA	NA	0	0	0.00	0.00	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale *		40.00	NA	5	0	0.00	0.00	NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			NA		0			NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		4.00	5.43	1	14	0.00	20.28	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			58.82		34			-2	10	-0.323	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *		5.73	NA	872	0	0.00	0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *		0.00	0.00	1	34	0.00	0.00	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-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split			NA		NA		0.00	NA	0	0	0	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split		NA	NA		NA	0.00	0.00	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split		NA	NA		NA	0.00	0.00	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split		NA	NA		NA	0.00	0.00	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split		NA	NA		NA	0.00	0.00	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split		NA	NA		NA	0.00	0.00	NA	0	0.000	0.000	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble		1.94	504.85		2,416			502.91	-2	2	-0.065	-0.054
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *		100.00	NA	1	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale *		0.00	NA	1	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale *		116.40	NA	1	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale *		3.20	NA	1	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *		50.00	NA	2	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale *		50.00	NA	2	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *		0.00	NA	2	0	0.00	0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		19.17	62.07	3,334	29	7.34	-4.87300	-2	5	-0.161	-0.135	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops *		34.48	33.33	58	3	28.14	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		30.21	30.58	3,334	29	57.22	8.56	-0.0426	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops *		28.29	34.68	58	3	34.26	26.67	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		57.02	21.88	235	32	9.33	4.01270	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops **		75.53	87.50	3,392	32	7.64	-1.40380	-1	10	-0.161	-0.135	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		9.78	28.13	3,456	32	5.28	-2.74450	-2	10	-0.323	-0.270	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split		NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split		NA	NA	NA	NA	0.00	0.00	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	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	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	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split		NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split		NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample							Totals	-17	74	-1.081			

* Stat and Performance score determined through permutation test

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Notes	Description
Metric ID - PR-3-03-3340	The performance score is based on the lower of parity or absolute

Fair Point Communications NNE New Hampshire
Performance Assurance Plan Report

TRUNKS

Apr-2009

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgt. Score
		FRP	CLEC	FRP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)		NA		NA	NA	0	0.000
OR-1-13-5000	% On Time Design Layout Record		NA		NA	NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)		NA		NA	NA	0	0.000
OR-2-12-5020	% On Time Trunk ASR Reject		NA		NA	NA	0	0.000
PR Provisioning								
PR-4-07-3540	% On Time Performance - LNP only		NA		NA	NA	0	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	0.00	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days *	NA	NA	NA	NA	0.00	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days *	NA	NA	NA	NA	0.00	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	NA	NA	NA	NA	0.00	0	0.000
MR Maintenance & Repair								
MR-4-01-5000	Mean Time to Repair - Total *	NA	NA	NA	NA	0.00	0	0.000
MR-4-05-5000	% Out of Service >2 Hours *	NA	NA	NA	NA	0.00	0	0.000
MR-4-06-5000	% Out of Service >4 Hours *	NA	NA	NA	NA	0.00	0	0.000
MR-4-07-5000	% Out of Service >12 Hours *	NA	NA	NA	NA	0.00	0	0.000
MR-4-08-5000	% Out of Service >24 Hours *	NA	NA	NA	NA	0.00	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days *	NA	NA	NA	NA	0.00	0	0.000
NP Network Performance								
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA			NA	0	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA			NA	0	0.000
Totals						0	0	0.000

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample

* Stat and Performance score determined through permutation test

CRITICAL MEASURES			UNE-Platform	UNE- Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING										
1		OSS Interface	\$0	\$0	\$0	\$0				\$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	\$69,625	\$69,625	\$28,535	\$0	\$0	\$0		\$167,784
	OR-1-02	% On Time LSRC -Flow Through	\$46,416	\$58,020	\$14,267					
	OR-1-04	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale								
	OR-1-04	% On Time LSRC - No Facility Check - 2W xDSL Loops								
	OR-1-04	% OT LSRC - No Facility Check - Line Share/Split								
	OR-1-12	% OT Firm Order Confirmations (<=192 Forecasted Trunks)								
	OR-1-13	% On Time Design Layout Record								
	OR-1-19	% On Time Response - Request for Inbound Augment (<=192)								
	OR-2-04	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale								
	OR-2-04	% OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04	% OT LSR Rej - No Facility Check - Line Share/Split								
	OR-4-16	% On Time PCN - 1 Business Day	\$23,208	\$11,604	\$14,267					
	OR-1-04	% OT LSRC -No Facil Ck(Elec -No FT) -All Specials -UNE/Resale								
	OR-1-06	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale								
	OR-2-04	% OT LSR Rej -No Facil Ck (Elec -No FT) -UNE/Resale								
	OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale								
PROVISIONING										
3		Installation Performance	\$40,614	\$55,700	\$13,170	\$42,396	\$0	\$0		\$151,880
	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 -UNE/Resale								
	PR-4-02	Average Delay Days -Total -2W xDSL Loops								
	PR-4-02	Average Delay Days -Total -Line Share/Split								
	PR-4-04	% Missed Appointments -Dispatch	\$11,604	\$55,700	\$4,390					
	PR-4-04	% Missed Appointment -Dispatch -2W Digital -UNE/Resale								
	PR-4-04	% Missed Appointment -Dispatch -Line Share/Split								
	PR-4-05	% Missed Appointments - No Dispatch	\$23,208		\$8,780					
	PR-4-05	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale								
	PR-4-05	% Missed Appointment -No Dispatch -Line Share/Split								
	PR-4-14	% Completed On Time -2W xDSL Loops				\$42,396				
	PR-4-15	% On Time Provisioning - Trunks								
	PR-6-01	% Installation Troubles w/in 30 Days	\$5,802							
	PR-6-01	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale								
	PR-6-01	% Installation Troubles w/in 30 Days -2W xDSL Loops								
	PR-6-01	% Installation Troubles w/in 30 Days -Line Share/Split								
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale								
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale								
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale								
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale								
	PR-4-02	Average Delay Days - Total -UNE/Resale								
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale								
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale								
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale								
	PR-8-01	% Open Orders in a 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 only					\$0			\$0
5		Hot Cut Performance		\$139,249						\$139,249
	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		\$139,249						
	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	\$35,683	\$41,775	\$13,554	\$63,594	\$0	\$0		\$154,605
	MR-3-01	% Missed Repair Appointments - Loop - Bus.	\$17,406		\$3,924					
	MR-3-01	% Missed Repair Appointments - Loop - Res.	\$9,573		\$6,420					
	MR-3-01	% Missed Repair Appointments - Loop		\$27,850						
	MR-3-01	% Missed Repair Appt -Loop -2W Digital -UNE/Resale								
	MR-3-01	% Missed Repair Appt -Loop -2W xDSL Loops				\$21,198				
	MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split								
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08	% Out of Service >24Hrs. - Bus.	\$8,703							
	MR-4-08	% Out of Service >24Hrs. - Res.			\$3,210					
	MR-4-08	% Out of Service >24Hrs. - Total		\$13,925						
	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				\$42,396				
	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 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-08	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-08	% 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 -UNE/Resale								
NETWORK PERFORMANCE										
7	NP-1-04	# of Final Trunk Groups Blocked 3 months					\$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 Processes							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack								
Total			\$145,921	\$306,348	\$55,258	\$105,990	0	0	0	\$613,517

ADJ = As per -1 Recapture Rule,, the performance score adjusted to zero based on two additional months performance

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	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	0	NA	0
NP-2-07/8	Average Delay Days - Total	NA	0	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	0	NA	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	0	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	501	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	1,205	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	0.00	1	0	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	NA	0	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	0	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	0	NA	0

PR	Provisioning	FRP	FRP	Std Dev	Sampling Error	Stat Score	Perf Score	Wgt
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	1	0	0.00	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	0.00	67.74	1	31	0.00	SS	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	90.00	2	10	0.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA				NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	9.00	11.33	3	33	0.00	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	0	0	0.00	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	0	0	0.00	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	0	0	0.00	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	0.00	4.00	4	50	0.00	SS	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	0.00	33.33	1	9	0.00	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	7.67	0	3	0.00	SS	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	1	9	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	2	0	0.00	NA	0
PR-4-02-3530	Average Delay Days - IOF	11.50	NA	2	0	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	2	0	0.00	NA	0

MR	Maintenance & Repair	FRP	FRP	Std Dev	Sampling Error	Stat Score	Perf Score	Wgt
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	39.09	NA	1.00	0	0.00	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	35.39	19.70	5.00	35	62.79	SS	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1.00	0	0.00	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1.00	0	0.00	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	80.00	42.86	5.00	35	19.12	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	20.00	28.57	5.00	35	19.12	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	13.64	6.00	44	0.00	SS	0

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample

Total 0

Special Provision - UNE Ordering

APR-2009

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

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

Total Market Adj*	\$	-
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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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2009	61.54	65	40	FEB-2009	34.38	32	11
MAR-2009	19.21	531	102	MAR-2009	19.21	531	102
APR-2009	100.00	433	433	APR-2009	100.00	433	433
Overall	55.88	1,029	575	Overall	54.82	996	546

Market Adjustment *	Calculated Quarterly
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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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2009	63.77	138	88	FEB-2009	32.76	58	19
MAR-2009	51.88	478	248	MAR-2009	51.88	478	248
APR-2009	92.62	366	339	APR-2009	92.62	366	339
Overall	68.74	982	675	Overall	67.18	902	606

Market Adjustment *	Calculated Quarterly
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2009	NA			FEB-2009	NA		
MAR-2009	NA			MAR-2009	NA		
APR-2009	NA			APR-2009	NA		
Overall				Overall			

Market Adjustment *	Calculated Quarterly
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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	7.14	56	NA	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	NA		NA	
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-FRP	2.53	323	2.35	382
		FP Std Dev.	Stat Score	FP Std Dev	Stat Score
PR-9-08-3533	Average Duration Hot Cut Installation Troubles	4.67		3.15	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*			\$182,222	\$182,222
	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		\$	-
		% 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 failed, no workaround	R3		\$	-

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

Fair Point Communications NNE New Hampshire

PAP/CCAP Market Adjustment Summary

APR-2009

	Weighted Score	Market Adjustment
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MODE OF ENTRY

Unbundled Network Elements - Platform	-1.063	\$251,044
Unbundled Network Elements - Loop	-1.248	\$376,567
Resale	-0.797	\$57,056
Digital Subscriber Lines	-1.081	\$114,111
Trunks	0.000	\$0

Mode of Entry Total

\$798,778

CRITICAL MEASURES

1	OSS Interface	-
2	% On Time Ordering Notification	\$167,784
3	Installation Performance	\$151,880
4	% On Time Performance - LNP	\$0
5	Hot Cut Performance	\$139,249
6	Maintenance Performance	\$154,605
7	Final Trunk Groups Blocked	\$0
8	Collocation	\$0
9	Resolution Processes	\$0

Critical Measure Total

\$613,517

Individual Rule Payments:

\$

SPECIAL PROVISIONS

UNE Ordering	-
UNE Flow Through	
UNE Hot Cut Loop	\$182,222

Special Provision Total

\$182,222

CHANGE CONTROL

\$0

Grand Total

\$1,594,517