

Fair Point New Hampshire Performance Assurance Plan Report

FINAL UNE Platform

Aug-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,920	2.7610	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.66		2,568	8.6554	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	2.32		73	2.3151	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12	7.5000	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering		Wgt.								
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		92.83		237		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		98.15		54		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.18		2,241		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		94.52		2,227		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		2,234		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		78.63		117		-2	5	-0.041	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		5.19		154		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		131		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		19		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		97.60		125		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		19		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	60.31	30.43	577	46	7.50	-4.0970	-2	5	-0.041
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	3.00	2.76	4,303	181	1.29	0.3482	0	20	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	15.69	14.71	771	34	6.37	0.3505	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.08	3.00	250	13	3.01	0.86	-0.7912	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.04	2.70	771	37	1.71	-0.3973	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	771	37	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.77	2.94	1,620	170	2.28	3.1217	0	10	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.94		4,191			13.2705	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	109.69		1,091			109.6911	NA	0
		Stat. Score								
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	11.72	10.53	674	95	3.53	0.4865	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	3.57	7.69	56	13	5.71	-0.0729	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	10.55	10.66	673	95	13.93	1.53	-0.1262	0	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.04	5.10	56	13	6.33	1.95	-0.0934	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	49.68	72.73	473	33		9.00	-2.4127	-2	5
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	28.75	45.45	473	33		8.15	-1.7905	-2	5
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.65	12.12	473	33		3.79	-1.4012	0	5
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	6.10	0.00	4,068	51		3.37	5.0000	0	10
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	3.78	0.00	185	2		13.56	SS	0	10
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	18.84	14.92	4,068	51	15.15	2.14	2.0684	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	5.86	12.47	185	2	7.91	5.62	SS	NA	5
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.20	93.33	2,960	15		9.19	-0.4475	0	5
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.78	53.33	2,960	15		12.44	1.1056	0	5
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	18.34	6.67	2,960	15		10.02	1.6648	0	5
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.94	6.83	4,982	161		2.60	2.2360	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.95		132,093,721			0	5	0.000
		Totals							-10	242
		-0.182								

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

Aug-2011

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering			
		FP	CLEC		CLEC	Diff.	Score		Score	Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,920		2.7610	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	8.66		2,568		8.6554	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	2.32		73		2.3151	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12		7.5000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR Ordering													
Wgt.													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		92.65		1,945			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		68			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.18		2,241			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		94.52		2,227			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		2,234			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		93.03		287			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		83			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.64		566			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA			NA	0	NA	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		44			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA			NA	0	NA	0.000		
PR Provisioning													
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	2.08	3.00	250	13	3.01	0.86	-0.7912	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	15.88	6.52	655	46		5.57	2.0937	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.04	0.00	771	52		1.45	5.0000	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	771	52		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	6.50	8.33	907	108		2.51	-0.5486	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		159				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		55				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair													
Diff.													
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.94		4,191			13.2705	-2	2	-0.024	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.90	6.62	4,742	136		2.20	0.2541	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.43	6.53	4,741	136	15.04	1.31	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	59.31	8.33	3,367	36		8.23	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.54	5.56	3,367	36		6.23	2.2472	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.94	10.81	4,982	148		2.70	0.5256	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	1.16	16.67	86	12		3.30	-1.7652	-2	10	-0.118	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.84	3.88	86	12	7.62	2.35	1.3316	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-4	169	-0.142	

"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

Aug-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,920	2.7610	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.66		2,568	8.6554	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	2.32		73	2.3151	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12	7.5000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2l	95.85			434		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			67		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.18			2,241		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	94.52			2,227		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	97.94			2,234		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	78.24			340		-2	10	-0.083	-0.169		
OR-6-03-2000	% Accuracy - LSRC	0.00			154		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			139		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			5		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			78		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												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	60.31	38.46	577	13		13.72	-1.8590	-2	5	-0.042	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	3.00	6.67	4,303	75		1.99	-1.4159	-1	20	-0.083	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	15.69	12.50	771	8		12.93	0.6611	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.08	1.00	250	7	3.01	1.15	5.0000	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.04	0.00	771	8		3.60	5.0000	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	771	8		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.77	4.17	1,620	48		4.14	1.4772	0	15	0.000	0.000
MR Maintenance & Repair												
		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.94		4,191			13.2705	-2	2	-0.017	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	109.69		1,091			109.6911	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.72	20.00	674	40		5.23	-1.2796	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.57	0.00	56	5		8.66	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	10.55	9.53	673	40	13.93	2.27	0.3799	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.04	7.59	56	5	6.33	2.95	SS	NA	5	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	49.68	70.59	473	17		12.34	-1.4547	-1	5	-0.021	-0.029
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	28.75	23.53	473	17		11.17	0.7221	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.65	5.88	473	17		5.20	-0.1624	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.10	0.00	4,068	8		8.47	5.0000	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	3.78	NA	185	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.84	17.33	4,068	8	15.15	5.36	0.1810	0	5	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	5.86	NA	185	NA	7.91		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.20	100.00	2,960	3		20.51	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.78	100.00	2,960	3		27.76	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.34	0.00	2,960	3		22.36	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.94	9.43	4,982	53		4.48	0.7519	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.95		132,093,721				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-8	240	-0.246	

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

Aug-2011

PO		Performance		Observations		Diff.		Perf. Score	Wgt	Wgtd Score	Domain Clustering Review	
Pre-Ordering		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.07		284		8.0704	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	6.77		26		6.7692	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		62.07		29			-2	2	-0.027	-0.125	
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		10.00		10			-2	2	-0.027	-0.105	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		5			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		3			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		24			0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		6			0	2	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.18		2,241			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.52		2,227			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		2,234			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	4.33	1.00	3	2	5.77	5.27	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	3		45.64	SS	0	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	66.67	33.33	3	6		33.33	SS	NA	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	6	35		0.00	5.0000	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	9		0.00	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		35				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	1.75	3	4	3.61	2.75	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.65		46				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	6.62	16.67	907	48		3.68	-2.1339	-2	15	-0.200	-0.250
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	16.67	0.00	6	46		16.18	5.0000	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Diff.		Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.94		4,191		13.2705	-2	2	-0.027	-0.036	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	2		0.00	SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	108.06	22.05	2	2	55.43	55.43	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	48.80	NA	1	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	0.00	100.00	3	2		0.00	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	3	2		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.90	3.77	4,742	53		3.50	1.2159	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	1.16	0.00	86	1		10.78	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.43	5.30	4,741	53	15.04	2.08	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.84	1.05	86	1	7.62	7.66	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	9.04	96.30	741	54		4.04	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	59.31	0.00	3,367	3		28.38	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.94	16.67	4,982	54		4.44	-0.8683	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-8	150	-0.280	

"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

FINAL

TRUNKS

Aug-2011

Performance Assurance Plan Report

OR		Performance		Observations		Perf.		
Ordering		CLEC		FP		Score	Wgt.	Wgtd. Score
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk		NA				NA	0	0.000
OR-1-13-5000 % On Time Design Layout Record		NA				NA	0	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		NA				NA	0	0.000
OR-2-12-5020 % On TimeTrunk ASR Reject		NA				NA	0	0.000
PR		Performance		Observations		Perf.		
Provisioning		CLEC		FP		Score	Wgt.	Wgtd. Score
PR-4-07-3540 % On Time Performance - LNP only		98.43		1,337		0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks		NA		NA		NA	0	0.000
PR-5-01-5000 % Missed Appointment - Facilities		0.00	NA	3	NA	NA	0	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	NA	3	NA	NA	0	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	NA	4	NA	NA	0	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		33.33	NA	3	NA	NA	0	0.000
MR		Performance		Observations		Perf.		
Maintenance & Repair		CLEC		FP		Score	Wgt.	Wgtd. Score
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00		
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA			
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA			
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA			
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA			
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA			
NP		Performance		Observations		Perf.		
Network Performance		CLEC		FP		Score	Wgt.	Wgtd. Score
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	35
								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					Aug-2011		
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING										
1		OSS Interface	-	-	-	-				\$0
	PO-1-06	Mechanized Loop Qualification - EDI				-				
	PO-1-06	Mechanized Loop Qualification - CORBA				-				
	PO-1-06	Mechanized Loop Qualification - Web GUI				-				
	PO-2-02	OSS Interface Availability - Prime - WPTS		-						
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-					
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-						
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-					
ORDERING										
2		% On Time Ordering Notification	-	-	-	15,417	\$0	\$1,250		\$16,666
	OR-1-02	% On Time LSRC -Flow Through	-	-	-					
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				15,417				
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-				
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-				
	OR-1-12	% On Time FOC					-			
	OR-1-13	% On Time Design Layout Record					-			
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-				
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-					
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl						-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl						-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale						-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale						1,250		
PROVISIONING										
3		Installation Performance	\$5,802	\$0	\$9,658	\$29,578	\$0	\$0		\$45,038
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802		2,195					
	PR-4-02	Average Delay Days - Total	-	-	-					
	PR-4-02	Average Delay Days - Total - 2W Digital				-				
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-				
	PR-4-02	Average Delay Days -Total -Line Share/Split				-				
	PR-4-04	Missed Appointments -Dispatch	-	-	-					
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-				
	PR-4-04	Missed Appts - Disp - Line Share/Split				-				
	PR-4-05	Missed Appointments - No Dispatch	-		7,463					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks	-	-	-		-			
	PR-6-01	Installation Troubles w/in 30 Days					-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				29,578				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale						-		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale						-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale						-		
	PR-4-01	% Missed Appointment - FP - Total - EEL						-		
	PR-4-02	Average Delay Days - Total - EEL						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL						-		
	PR-4-01	% Missed Appointment - FP - Total - IOF						-		
	PR-4-02	Average Delay Days - IOF						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF						-		
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5		Hot Cut Performance		-						\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE										
6		Maintenance Performance	\$ -	\$0	\$0	\$0	\$0	\$0		\$0
	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 Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS										
9		Resolution Process							\$11,414	\$11,414
	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							1,038	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							10,376	
Month Total			\$5,802	\$0	\$9,658	\$44,995	\$0	\$1,250	\$11,414	\$73,119

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

Fair Point New Hampshire

FINAL

Aug-2011

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	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business I	48.71	3,322	-2	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	38.78	3,979	-2	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	53	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	35	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resa	70.00	20	-2	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	100.00	6	1	54.01	SS	NA	5
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	25.00	7.02	136	57	6.83	3.31	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	5
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	16.54	4.00	37	5	28.93	17.70	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	10.56	3.33	142	60	4.73	2.13	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	4.93	0.00	142	60	3.33	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.15	0.00	186	69	2.04	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	28.17	3.33	142	60	6.93	4.73	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	25.00	NA	136	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	17.65	NA	34	NA	29.94		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	28.68	0.00	136	0	0.00	SS	0	2
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	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.83	27.95	30	3	7.50	17.18	SS	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.34	8.21	390	105	9.61	2.87	-0.71	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	66.67	0.00	6	1	50.92	SS	0	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	33.33	0.00	6	1	50.92	SS	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.10	23.85	420	109	4.53	-0.05	0	10
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									137

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 Rε FINAL Special Provisions Report

Special Provision - UNE Ordering

Aug-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.27	697	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.22	169	\$ -
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
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
JUL-2011	85.02	207	176	JUL-2011	85.02	207	176
AUG-2011	63.20	375	237	AUG-2011	78.63	117	92
Overall	74.87	792	593	Overall	83.90	534	448

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		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
JUL-2011	97.38	305	297	JUL-2011	97.38	305	297
AUG-2011	88.05	452	398	AUG-2011	93.03	287	267
Overall	93.16	1,068	995	Overall	95.68	903	864

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
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
JUL-2011	91.91	136	125	JUL-2011	91.91	136	125
AUG-2011	82.90	1,047	868	AUG-2011	86.87	396	344
Overall	85.57	1,407	1,204	Overall	89.93	755	679

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	55	100.00	39
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	159	0.00	213
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.25	175	16.77	187
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-352	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-352	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-352	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

Fair Point New Hampshire FINAL

Change Control Assurance Plan

Aug-2011

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,	100.00	1	\$ -

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

PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1	NA		\$ -
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% Test Deck Wgt. Failure	Test Deck Wgt.
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PO-6-01-6000	% Software Validation	R3	R3	\$ -
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* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Aug-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.182	\$ -	
Unbundled Network Elements - Loop	-0.142	\$ -	
Resale	-0.246	\$ -	
Digital Subscriber Lines	-0.280	\$ 32,432	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 32,432
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 16,666	
3 Installation Performance		\$ 45,038	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 11,414	
Critical Measure Total			\$ 73,119
Individual Rule Payments:			\$ 1,393
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 106,944</u>

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