

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM UNE Platform

Nov-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		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	3.08		666		3.0831	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.14		283		3.1378	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.97		66		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		27		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		67.74		93		-2	5	-0.044	-0.139		
OR-6-03-3140	% Accuracy - LSRC - Platform		7.43		148		-1	5	-0.022	-0.069		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		56.78		118		-2	5	-0.044	-0.139		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		6		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		95.31		64		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	82.06	42.86	418	7	14.62	-2.7419	-2	5	-0.044	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.78	11.43	1,796	70	1.61	-4.2778	-2	20	-0.176	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	66.88	63.84	154	22	10.73	0.0804	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	9.99	4.82	135	38	22.97	4.22	3.1559	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	5.84	4.55	154	22	5.35	0.3519	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	2.60	0.00	154	22	3.63	0.2103	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.76	6.45	760	62	3.53	0.0640	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,576		14.3355	-2	2	-0.018	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	39.38		663		39.3771	NA	0	NA	0.000	
<b>Stat Score</b>												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	43.84	54.64	349	97	5.70	-2.0007	-2	10	-0.088	-0.098	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	38.89	33.33	54	30	11.10	0.2636	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	138.91	108.18	348	97	120.18	13.80	2.4089	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	126.67	60.35	54	30	110.08	25.07	3.2905	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	97.83	97.56	277	82	1.83	0.1997	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	94.58	96.34	277	82	2.85	-0.9213	-1	5	-0.022	-0.025	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	89.89	84.15	277	82	3.79	1.2279	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	41.58	50.00	1,782	14	13.22	-0.9102	-1	10	-0.044	-0.049	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	35.12	100.00	168	1	47.88	SS	NA	10	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	133.11	141.02	1,782	14	115.36	30.95	-0.3115	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	115.16	128.89	168	1	103.27	103.58	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	98.34	100.00	1,388	10	4.05	-5.0000	-2	5	-0.044	-0.049	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	93.68	100.00	1,388	10	7.61	-5.0000	-2	5	-0.044	-0.049	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	88.47	100.00	1,388	10	10.14	-5.0000	-2	5	-0.044	-0.049	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	25.04	11.97	2,352	142	3.74	3.6511	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		100.00		206,131			0	5	0.000		
								Totals	-21	227	-0.634	

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

Fair Point New Hampshire PRELIM  
Performance Assurance Plan Report

UNE LOOP

Nov-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC			Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		NA	0	NA	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.08		866		3.0831	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.14		283		3.1378	0	2	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	0.000		
<b>OR Ordering</b>													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.94		470		0	10	0.000	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		92		0	5	0.000	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.83		58		-1	5	-0.030	-0.074	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.59		386		0	5	0.000	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		88.84		646		-2	5	-0.061	-0.147	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		93.33		15		NA	0	NA	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		92.16		153		-1	2	-0.012	-0.029	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		16		0	2	0.000	0.000	0.000		
<b>PR Provisioning</b>													
PR-4-02-3100	Average Delay Days - Total - POTS	9.99	4.82	135	38	22.97	4.22	3.1559	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	66.88	63.64	154	22		10.73	0.0804	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	5.84	4.55	154	22		5.35	0.3519	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	2.60	4.55	154	22		3.63	-1.1836	-1	5	-0.030	-0.038	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	14.41	16.22	229	37		6.22	-0.5683	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		30				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		9				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	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,576			14.3355	-2	2	-0.024	-0.038	
<b>Stat. Score</b>													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	41.95	46.51	2,131	86		5.43	-0.9514	-1	10	-0.061	-0.096	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	134.06	117.37	2,130	86	116.16	12.78	1.3401	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	94.12	92.31	1,582	65		2.98	0.4025	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	88.69	86.15	1,582	65		4.01	0.4681	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	25.04	23.23	2,352	99		4.45	0.2720	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	24.32	23.08	74	13		12.90	0.2941	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	92.56	55.36	74	13	88.50	26.62	1.5558	0	5	0.000	0.000	
										Totals	-8	165	-0.218

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

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

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM

RESALE

Nov-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wght. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		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	3.08		866		3.0831	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.14		283		3.1378	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h		100.00		2		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		50.00		4		-1	10	-0.044	-0.114		
OR-6-03-2000	% Accuracy - LSRC		2.56		39		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		75.56		45		-2	5	-0.044	-0.114		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		91.30		23		-1	2	-0.009	-0.023		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	82.06	60.00	418	5	17.26	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.78	40.00	1,796	20	2.97	-5.0000	-2	20	-0.178	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	66.88	66.67	154	6	19.58	0.3823	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	9.99	4.62	135	13	22.97	6.67	1.9991	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	5.84	0.00	154	6	9.76	0.5317	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	2.60	0.00	154	6	6.62	1.0667	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.76	2.94	760	34	4.69	0.6596	0	15	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,576		14.3355	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	39.38		663		39.3771	NA	0	NA	0.000	
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	43.84	41.18	349	34	8.91	0.1112	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	40.00	25.00	55	4	25.37	SS	NA	10	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	138.91	125.05	348	34	120.18	21.59	0.6308	0	5	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	126.67	78.64	54	4	110.08	57.04	SS	NA	5	NA	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	97.83	100.00	277	26	2.99	-5.0000	-2	5	-0.044	-0.057	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	94.58	92.31	277	26	4.64	0.1634	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	89.89	92.31	277	26	6.18	-0.6963	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	41.58	50.00	1,782	2	34.87	SS	NA	10	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	35.12	NA	168	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	133.11	173.03	1,782	2	115.36	81.62	SS	NA	5	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	115.16	NA	168	NA	103.27		NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	98.34	100.00	1,386	1	12.77	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	93.88	100.00	1,386	1	23.99	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	88.47	100.00	1,386	1	31.95	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	25.04	7.50	2,352	40	6.91	2.5828	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		100.00		206,131			0	5	0.000		
								Totals	-10	225	-0.338	

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

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

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

**PRELIM**

**DSL**

**Nov-2014**

PO	Pre-Ordering	Performance		Observations		Dif.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		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	4.12		168		4.1190	0	5	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		2		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		0.00		0		NA	0	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		83.33		6		NA	0	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		2		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		NA		NA		NA	0	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	5.25	NA	4	NA	5.91	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	3	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	11.11	NA	9	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	80.00	0.00	5	0	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		0.00		7			-2	10	-0.163	-0.192	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	4.88	NA	7	0.00	7.00	SS	NA	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		30.00		10			-2	10	-0.163	-0.192	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	14.41	8.70	229	23	7.68	0.3827	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	40.00	0	10	10.00	SS	NA	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	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,576		14.3355	-2	2	-0.033	-0.036	
<b>Stat Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	40.00	NA	5	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	2	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	61.28	NA	5	NA	52.22	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	69.67	NA	1	0.00	1.00	SS	NA	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	40.00	0.00	5	1	53.67	SS	NA	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	68.67	NA	3	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	5	1	0.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	41.92	68.62	2,130	17	12.02	-1.6439	-1	5	-0.041	-0.045	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	24.32	25.00	74	4	22.02	SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	134.06	116.46	2,129	17	116.18	28.29	0.5870	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	92.66	111.98	74	4	88.60	45.43	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	15.42	0.00	694	21	8.00	-5.0000	-2	5	-0.081	-0.091	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	84.12	100.00	1,582	1	23.53	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	25.05	19.05	2,351	21	9.50	0.3409	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	
<b>Totals</b>								-9	123	-0.480		

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

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

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM TRUNKS

Nov-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	NA		NA		NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00		0		NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	NA		NA		NA	0	0.000		
<b>PR Provisioning</b>		<b>FP</b>								
PR-4-07-3540	% On Time Performance - LNP only	95.65		782			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	0.00		2			-1	20	-0.250	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	1	2	0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	1	2	0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	1	2	0.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	50.00	1	2	0.00	SS	NA	5	0.000
<b>MR Maintenance &amp; Repair</b>										
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
<b>NP Network Performance</b>										
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	
							Totals	-1	80	-0.250

"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		PRELIM							Nov-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
<b>PRE-ORDERING</b>										
1	<b>OSS Interface</b>	-	-	-	-	-	-	-	\$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 - VPTS	-	-	-	-	-	-	-	-	
	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	-	-	-	-	-	-	-	-	
<b>ORDERING</b>										
2	<b>% On Time Ordering Notification</b>	-	-	-	-	\$0	\$0	-	\$0	
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL 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 - 2WxDSL 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/ASRC Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-	
<b>PROVISIONING</b>										
3	<b>Installation Performance</b>	\$29,010	\$0	\$8,780	\$24,226	\$18,262	\$0	-	\$80,278	
	PR-3-01 % Completed In 1 Day (1-5 lines No Disp.)	5,892	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/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	23,208	-	8,780	-	-	-	-	-	
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appt -No Disp -Line Share/Split	-	-	-	-	-	-	-	-	
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	24,226	-	-	-	-	
	PR-4-16 % On Time Provisioning - Trunks	-	-	-	-	18,262	-	-	-	
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment -FP -DS0 -UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment -FP -DS3 -UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment -FP -Other -UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-02 Average 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-6-01 % 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-9-01 % 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-3-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-	
4	PR-4-07 <b>% On Time Performance - LNP</b>	-	-	-	-	\$0	-	-	\$0	
<b>Hot Cut Performance</b>										
5	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-	
<b>MAINTENANCE</b>										
6	<b>Maintenance Performance</b>	\$ 35,683	\$15,317	\$0	\$24,315	\$0	\$0	-	\$75,315	
	MR-3-01 Missed Repair Appointments - Loop - Bus.	17,406	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	9,573	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop	-	15,317	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt -Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	11,846	-	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Split	-	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	12,469	-	-	-	-	
	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.	8,703	-	-	-	-	-	-	-	
	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 -2WxDSL 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	-	-	-	-	-	-	-	-	
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04 <b>Final Trunk Groups Blocked</b>	-	-	-	-	\$0	-	-	\$0	
<b>Collocation</b>										
8	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	\$0	\$0	
	NP-2-03/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	-	
<b>RESOLUTION PROCESS</b>										
9	<b>Resolution Process</b>	-	-	-	-	-	-	\$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.	-	-	-	-	-	-	-	-	
<b>Month Total</b>		\$64,693	\$15,317	\$8,780	\$48,541	\$18,262	\$0	\$0	\$165,694	

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

**Performance Report for Critical Measure # 8 - Collocation**

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	0.00	0	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	0
					0

**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	0.00	0	NA	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D:	99.86	695	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,761	0	20
					29

**Performance Report for Critical Measures - Specials**

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	NA		0	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	100.00	6	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA		0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resak	100.00	11	0	5

PR	Provisioning	FP		Std Dev.	Sample Error	Stat. Score	NA	NA	0
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	21.82	NA	55	NA		NA	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	5.17	NA	12	NA	2.89	NA	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	33.33	NA	3	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	3	NA		NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	15	NA		NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	72.73	0.00	55	0	0.00	SS	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	21.82	NA	55	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	5.17	NA	12	NA	2.89	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	69.09	0.00	55	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	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	FP		Std Dev.	Sample Error	Stat. Score	NA	NA	0	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	72.15	NA	8	NA	25.84	NA	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	55.48	68.00	91	21	73.45	12.03	-0.72	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	83.33	100.00	6	1		40.25	SS	NA	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	66.67	100.00	6	1		50.92	SS	NA	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	20.20	23.81	99	21		9.65	-0.69	0	
									Total	47

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

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

Fair Point New Hampshire Performance Assurance Plan Report PRELIM Special Provisions Report

Special Provision - UNE Ordering

Nov-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	82.20	764	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	95.24	21	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	93.09	217	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	20	\$ -

<b>Total Market Adj*</b>	<b>\$ 68,333</b>
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\* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2014	67.26	223	150	SEP-2014	80.16	126	101
OCT-2014	72.11	190	137	OCT-2014	78.90	109	86
NOV-2014	45.45	198	90	NOV-2014	67.74	93	63
<b>Overall</b>	<b>61.70</b>	<b>611</b>	<b>377</b>	<b>Overall</b>	<b>76.22</b>	<b>328</b>	<b>250</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2014	77.46	173	134	SEP-2014	90.28	72	65
OCT-2014	92.80	236	219	OCT-2014	97.04	135	131
NOV-2014	90.16	132	119	NOV-2014	94.83	58	55
<b>Overall</b>	<b>87.25</b>	<b>541</b>	<b>472</b>	<b>Overall</b>	<b>94.72</b>	<b>265</b>	<b>251</b>

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2014	92.33	1,056	976	SEP-2014	91.80	902	828
OCT-2014	89.46	1,016	908	OCT-2014	91.01	912	830
NOV-2014	81.64	866	707	NOV-2014	83.79	691	579
<b>Overall</b>	<b>88.19</b>	<b>2,937</b>	<b>2,590</b>	<b>Overall</b>	<b>89.30</b>	<b>2,505</b>	<b>2,237</b>

<b>Market Adjustment *</b>	<b>\$ -</b>
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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	9	100.00	18
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	30	0.00	36
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	
		<b>Performance</b>	<b>Observations</b>	<b>Performance</b>	<b>Observations</b>
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop TII HC-CLEC	27.26	6	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop TII HC-FP	97.62	51	43.36	84
		<b>VZ Std. Dev.</b>	<b>Stat Score</b>	<b>VZ Std. Dev.</b>	<b>Stat Score</b>
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop TII HC	0.00	6.0000	0.00	
		<b>Greater of -</b>	<b>Tier II (2 mo) or Tier III (1mo)</b>	<b>Total</b>	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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



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

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

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

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

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary PRELIM

Nov-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.634	\$ 229,904	
Unbundled Network Elements - Loop	-0.218	\$ -	
Resale	-0.338	\$ 21,020	
Digital Subscriber Lines	-0.480	\$ 70,869	
Trunks	-0.250	\$ 11,411	
<b>Mode of Entry Total</b>			<b>\$ 333,204</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 80,278	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 75,315	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 155,594</b>
<b>Individual Rule Payments:</b>			<b>\$ 294</b>
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ 68,333</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 557,426</b>

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

UNE Platform

Nov-2014

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	NA	NA	NA		NA	0	NA	0.000				
PO-1-03-6020	Address Validation - EDI	NA	NA	NA	NA		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		NA	0	NA	0.000				
PO-1-03-6030	Address Validation - CORBA	NA	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	3.08	866		3.0831	0	2	0.000	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	3.14	283		3.1378	0	2	0.000	0.000				
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000				
<b>OR Ordering</b>														
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.97		66		0	10	0.000	0.000				
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		27		0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000				
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		67.74		93		-2	5	-0.044	-0.139				
OR-6-03-3140	% Accuracy - LSRC - Platform		7.43		148		0	5	0.000	0.000				
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		56.78		118		-2	5	-0.044	-0.139				
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		6		0	2	0.000	0.000				
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		95.31		64		0	2	0.000	0.000				
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		0	2	0.000	0.000				
<b>PR Provisioning</b>		FP CLEC		FP CLEC										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	82.06	42.86	418	7	14.62	-2.7419	-2	5	-0.044	-0.071			
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	1.78	11.43	1,796	70	1.61	-4.2778	-2	20	-0.176	-0.286			
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	66.88	63.64	154	22	10.73	0.0604	0	10	0.000	0.000			
PR-4-02-3100	Average Delay Days - Total - POTS	9.99	4.82	136	38	22.97	4.22	3.1559	0	15	0.000	0.000		
PR-5-01-3140	% Missed Appointment - Facilities - Platform	5.84	4.55	154	22	5.35	0.3519	0	5	0.000	0.000			
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	2.60	0.00	154	22	3.63	0.2103	0	5	0.000	0.000			
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.76	6.45	760	62	3.53	0.0640	0	10	0.000	0.000			
<b>MR Maintenance &amp; Repair</b>		Performance		Observations		FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score			
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,576			14.3355	-2	2	-0.018	-0.020		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	39.38		663			39.3771	NA	0	NA	0.000		
		Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	43.84	54.64	349	97	5.70	-2.0007	-2	10	-0.088	-0.098			
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	38.89	33.33	54	30	11.10	0.2636	0	10	0.000	0.000			
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	138.91	109.18	348	97	120.18	13.80	2.4089	0	5	0.000	0.000		
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	126.67	60.35	54	30	110.08	25.07	3.2905	0	5	0.000	0.000		
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	97.83	97.56	277	82	1.83	0.1997	0	5	0.000	0.000			
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	94.58	96.34	277	82	2.85	-0.9213	-1	5	-0.022	-0.025			
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	89.89	84.15	277	82	3.79	1.2279	0	5	0.000	0.000			
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	41.58	50.00	1,782	14	13.22	-0.9102	0	10	0.000	0.000			
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	35.12	100.00	168	1	47.88	SS	NA	10	NA	0.000			
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	133.11	141.02	1,782	14	115.36	30.95	-0.3115	0	5	0.000	0.000		
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	115.16	128.89	168	1	103.27	103.58	SS	NA	5	NA	0.000		
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	98.34	100.00	1,388	10	4.05	-5.0000	-2	5	-0.044	-0.049			
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	93.88	100.00	1,388	10	7.61	-5.0000	-2	5	-0.044	-0.049			
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	88.47	100.00	1,388	10	10.14	-5.0000	-2	5	-0.044	-0.049			
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	25.04	11.97	2,352	142	3.74	3.6511	0	10	0.000	0.000			
<b>BI Billing</b>														
BI-1-02-1000	% DUF in 4 Business Days		100.00		206,131			0	5	0.000				
		"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-19	227	-0.568

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

UNE LOOP

Nov-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review			
		FP	CLEC	CLEC			Score	Wgt.	Score					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		NA	0	NA	0.000	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.08		866		3.0831	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	3.14		283		3.1378	0	2	0.000	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	0.000			
<b>OR Ordering</b>											Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.94		470		0	10	0.000	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		92		0	5	0.000	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.83		58		-1	5	-0.030	-0.074	-0.074			
OR-6-03-3331	% Accuracy - LSRC - Loop		2.69		386		0	5	0.000	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		86.84		646		-2	5	-0.061	-0.147	-0.147			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		83.33		15		NA	0	NA	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		92.16		153		-1	2	-0.012	-0.029	-0.029			
OR-2-06-3331	% OT LSR/ASRC Rej - Facility Check - Loop/LNP		100.00		16		0	2	0.000	0.000	0.000			
<b>PR Provisioning</b>											Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	9.99	4.82	135	38	22.97	4.22	3.1559	0	5	0.000	0.000		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	66.88	63.64	154	22		10.73	0.0804	0	20	0.000	0.000		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	5.84	4.55	154	22		5.35	0.3519	0	5	0.000	0.000		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	2.60	4.55	154	22		3.63	-1.1836	0	5	0.000	0.000		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	14.41	16.22	229	37		6.22	-0.5683	0	10	0.000	0.000		
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		30				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		9				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		
<b>MR Maintenance &amp; Repair</b>											Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,676			14.3355	-2	2	-0.024	-0.038		
											Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	41.95	46.51	2,131	86		5.43	-0.9514	0	10	0.000	0.000		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	134.06	117.37	2,130	88	116.16	12.78	1.3401	0	5	0.000	0.000		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	94.12	92.31	1,582	65		2.98	0.4025	0	5	0.000	0.000		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	98.69	86.15	1,582	65		4.01	0.4681	0	5	0.000	0.000		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	25.04	23.23	2,352	99		4.45	0.2720	0	10	0.000	0.000		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	24.32	23.08	74	13		12.90	0.2941	0	10	0.000	0.000		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	92.56	55.36	74	13	88.50	26.62	1.5556	0	5	0.000	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals			
											-6	165	-0.127	

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL RESALE

Nov-2014

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	NA		NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		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	3.08		886		3.0831	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.14		283		3.1378	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		100.00		2		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		50.00		4		-1	10	-0.044	-0.114		
OR-6-03-2000	% Accuracy - LSRC		2.56		39		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		75.56		45		-2	5	-0.044	-0.114		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		91.30		23		-1	2	-0.009	-0.023		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	82.06	60.00	418	5	17.26	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.78	40.00	1,796	20	2.97	-5.0000	-2	20	-0.178	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	66.88	66.67	154	6	19.58	0.3823	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	9.99	4.62	135	13	22.97	6.67	1,9991	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	5.84	0.00	154	6	9.76	0.5317	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	2.60	0.00	154	6	6.62	1.0667	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.76	2.94	760	34	4.69	0.6596	0	15	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2,576		14.3355	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	39.38		663		39.3771	NA	0	NA	0.000	
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	43.84	41.18	349	34	8.91	0.1112	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	40.00	25.00	55	4	25.37	SS	NA	10	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	138.91	125.05	348	34	120.18	21.59	0.6308	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	126.67	78.64	54	4	110.08	57.04	SS	NA	5	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	97.83	100.00	277	26	2.99	-5.0000	-2	5	-0.044	-0.057	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	94.58	92.31	277	26	4.64	0.1534	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	89.89	92.31	277	26	6.18	-0.6963	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	41.58	50.00	1,782	2	34.87	SS	NA	10	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	35.12	NA	168	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	133.11	173.03	1,782	2	115.36	81.62	SS	NA	5	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	115.16	NA	168	NA	103.27		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	98.34	100.00	1,388	1	12.77	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	93.88	100.00	1,388	1	23.99	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	88.47	100.00	1,388	1	31.95	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	25.04	7.50	2,352	40	6.91	2.5828	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		100.00		206,131			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-10	225	-0.338		

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

DSL

Nov-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA	NA	NA		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		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA						NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	4.12	168		4.1190	0	5	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		2		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		0.00		0		NA	0	0.000	0.000	
<b>OR Ordering</b>											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		83.33		6		NA	0	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		2		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		NA		NA		NA	0	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	0.000	0.000	
<b>PR Provisioning</b>											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	5.25	NA	4	NA	5.91	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	3	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	60.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	11.11	NA	9	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	80.00	0.00	5	0	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		0.00		7			-2	10	-0.163	-0.192
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	4.86	NA	7	0.00	7.00	SS	NA	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		30.00		10			-2	10	-0.163	-0.192
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	14.41	8.70	229	23	7.68	0.3827	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	40.00	0	10	10.00	SS	NA	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	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
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	2.28	16.62		2.576		14.3355	-2	2	-0.033	-0.036
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	40.00	NA	5	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	61.26	NA	6	NA	52.22		NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	69.67	NA	1	0.00	1.00	SS	NA	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	40.00	0.00	5	1		53.67	SS	NA	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	66.67	NA	3	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	5	1	0.00		SS	0	2	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	41.92	58.82	2,130	17	12.02	-1.6439	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	24.32	25.00	74	4	22.02		SS	NA	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	134.06	116.46	2,129	17	#####	28.29	0.5870	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	92.56	111.98	74	4	88.50	45.43	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	15.42	0.00	694	21		8.00	-5.0000	-2	5	-0.081
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	94.12	100.00	1,582	1		23.53	SS	NA	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	25.05	19.05	2,351	21		9.50	0.3409	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
								Totals	-8	123	-0.439

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

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

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

**FINAL TRUNKS**

**Nov-2014**

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score			
		CLEC	FP	FP	CLEC						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk)	NA			NA	NA	0	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000			
OR-2-12-5020	% On Time Trunk ASR Reject	NA			NA	NA	0	0.000			
<b>PR Provisioning</b>		<b>FP</b>									
PR-4-07-3540	% On Time Performance - LNP only	95.65		782			0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	0.00		2			-1	20	-0.250		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	1	2	0.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	1	2	0.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	1	2	0.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	50.00	1	2	0.00	SS	NA	5	0.000	
<b>MR Maintenance &amp; Repair</b>											
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000
<b>NP Network Performance</b>											
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	
							Totals	-1	80	-0.250	

"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							Nov-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specfals	Other	Total	
<b>PRE-ORDERING</b>										
1	<b>OSS Interface</b>								\$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 - Prims - WPTS									
	PO-2-02 OSS Interface Availability - Prims - EDI									
	PO-2-02 OSS Interface Availability - Prims - CORBA									
	PO-2-02 OSS Interface Availability - Prims - Web GUI									
<b>ORDERING</b>										
2	<b>% On Time Ordering Notification</b>					\$0	\$0		\$0	
	OR-1-02 % On Time LSR - Flow Through									
	OR-1-04 %OT LSR - No Facility Check - 2Wdg-UNE/Rsl									
	OR-1-04 %OT LSR - No Facility Check - 2W xDSL Loops									
	OR-1-04 %OT LSR - 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 - 2Wdg-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 LSR - No Facility Check - All Spots-UNE/Rsl									
	OR-1-06 %OT LSR/ASRC - Facility Check - All Spots-UNE/Rsl									
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale									
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale									
<b>PROVISIONING</b>										
3	<b>Installation Performance</b>	\$29,010	\$0	\$8,780	\$24,226	\$18,262	\$0		\$80,278	
	PR-3-01 % Completed In 1 Day (1-5 lines No Disp)	5,602								
	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 Appnts - Disp - 2W Digital UNE/Resale									
	PR-4-04 Missed Appnts - Disp - Line Share/Split									
	PR-4-05 Missed Appointments - No Dispatch	23,208		8,780						
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale									
	PR-4-05 % Missed Appt -No Disp -Line Share/Split									
	PR-4-14 % Completed On Time - 2W xDSL Loops				24,226					
	PR-4-15 % On Time Provisioning - Trunks					18,262				
	PR-6-01 Installation Troubles w/in 30 Days									
	PR-6-01 % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale									
	PR-6-01 % Install Trbls w/in 30 Days -2W xDSL Loops									
	PR-6-01 % Install Trbls w/in 30 Days -Line Share/Split									
	PR-4-01 % Missed Appointment -FP -DS0 -UNE/Resale									
	PR-4-01 % Missed Appointment -FP -DS1 -UNE/Resale									
	PR-4-01 % Missed Appointment -FP -DS3 -UNE/Resale									
	PR-4-01 % Missed Appointment -FP -Other -UNE/Resale									
	PR-4-02 Average 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 <b>% On Time Performance - LNP</b>					\$0			\$0	
<b>MAINTENANCE</b>										
5	<b>Hot Cut Performance</b>								\$0	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut									
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut									
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut									
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut									
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut									
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut									
6	<b>Maintenance Performance</b>	\$ 26,109	\$0	\$0	\$12,469	\$0	\$0		\$38,679	
	MR-3-01 Missed Repair Appointments - Loop - Bus	17,406								
	MR-3-01 Missed Repair Appointments - Loop - Res									
	MR-3-01 Missed Repair Appointments - Loop									
	MR-3-01 % Missed Repr Appt -Loop-2W Digt-UNE/Resale									
	MR-3-01 % Missed Repr Appt -Loop -2W xDSL Loops									
	MR-3-01 % Missed Repair Appt -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 Digt-UNE/Resale									
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W xDSL Loops				12,469					
	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.	8,703								
	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									
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04 <b>Final Trunk Groups Blocked</b>					\$0			\$0	
<b>COLLOCATION</b>										
8	<b>Collocation</b>							\$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									
<b>RESOLUTION PROCESS</b>										
9	<b>Resolution Process</b>							\$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 Clai/ms Rslvd w/in 28 Cal. Days after Ack.									
<b>Month Total</b>		\$55,119	\$0	\$8,780	\$38,696	\$18,262	\$0	\$0	\$118,857	

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



**Performance Report for Critical Measure # 8 - Collocation**

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	0.00	0	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	0
					0

**Performance Report for Critical Measure # 9 - Resolution Performance**

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
DR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D:	99.86	695	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,761	0	20
					29

**Performance Report for Critical Measures - Specials**

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	NA		0	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Rt	100.00	6	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA		0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	11	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	21.82	NA	55	NA		NA	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	5.17	NA	12	NA	2.89		NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	33.33	NA	3	NA			NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	3	NA			NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	15	NA			NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	72.73	0.00	55	0	0.00	SS	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	21.82	NA	55	NA			NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	5.17	NA	12	NA	2.89		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	69.09	0.00	55	0	0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	72.15	NA	8	NA	25.84		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	55.48	68.00	91	21	73.45	12.03	-0.72	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	83.33	100.00	6	1		40.25	SS	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	66.67	100.00	6	1		50.92	SS	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	20.20	23.81	99	21		9.65	-0.69	10
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									47

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

Special Provision - UNE Ordering

Nov-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	82.20	764	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	95.24	21	\$ -
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	93.09	217	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	20	\$ -

<b>Total Market Adj*</b>	<b>\$ 68,333</b>
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\* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2014	67.26	223	150	SEP-2014	80.16	126	101
OCT-2014	72.11	190	137	OCT-2014	78.90	109	86
NOV-2014	45.45	198	90	NOV-2014	67.74	93	63
<b>Overall</b>	<b>61.70</b>	<b>611</b>	<b>377</b>	<b>Overall</b>	<b>76.22</b>	<b>328</b>	<b>250</b>

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2014	77.46	173	134	SEP-2014	90.28	72	65
OCT-2014	92.80	236	219	OCT-2014	97.04	136	131
NOV-2014	90.16	132	119	NOV-2014	94.83	68	55
<b>Overall</b>	<b>87.25</b>	<b>541</b>	<b>472</b>	<b>Overall</b>	<b>94.72</b>	<b>266</b>	<b>251</b>

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2014	92.33	1,066	975	SEP-2014	91.80	902	828
OCT-2014	89.46	1,016	908	OCT-2014	91.01	912	830
NOV-2014	81.64	866	707	NOV-2014	83.79	691	579
<b>Overall</b>	<b>88.19</b>	<b>2,937</b>	<b>2,590</b>	<b>Overall</b>	<b>89.30</b>	<b>2,505</b>	<b>2,237</b>

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

Special Provision - Hot Cut - Loop Performance

	Current Month CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	9	100.00	18
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA	NA	NA	NA
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA	NA	NA	NA
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	30	0.00	36
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA	NA	NA	NA
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA	NA	NA	NA
	Performance	Observations	Performance	Observations	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	27.26	6	NA	NA
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	97.62	51	43.36	84
	VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00	5.0000	0.00	0.00
	Greater of -	Tier II (2 mo)	or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	

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

% On Time    Observations    Mrkt Adj.

PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA	\$	-
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\* Cumulative number of delay days greater than 8 standard    Delay Days\*

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

PO-6-01-6000	% Software Validation	R3	R3	\$	-
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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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<b>Total Market Adjustment</b>		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Nov-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.568	\$ 198,193	
Unbundled Network Elements - Loop	-0.127	\$ -	
Resale	-0.338	\$ 21,020	
Digital Subscriber Lines	-0.439	\$ 66,064	
Trunks	-0.250	\$ 11,411	
<b>Mode of Entry Total</b>			<b>\$ 296,689</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 80,278	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 38,579	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 118,857</b>
<b>Individual Rule Payments:</b>			<b>\$ 518</b>
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ 68,333</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 484,397</b>

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