

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM UNE Platform

Dec-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-1-01-6030	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	3.07		1,071		3.0691	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	3.98		379		3.9763	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>										<b>Wgt</b>			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		74		0	10	0.000	0.000			
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		22		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		86.05		86		-2	5	-0.044	-0.139			
OR-6-03-3140	% Accuracy - LSRC - Platform		7.38		122		-1	5	-0.022	-0.069			
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		63.64		88		-2	5	-0.044	-0.139			
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		5		0	2	0.000	0.000			
OR-2-04-3140	% OT LSR Rej - No Facility Check - Platform		95.16		62		0	2	0.000	0.000			
OR-2-06-3140	% OT LSR/ASR Rej - Facility Check - Platform		100.00		5		0	2	0.000	0.000			
<b>PR Provisioning</b>		<b>FP</b>	<b>CLEC</b>	<b>FP</b>	<b>CLEC</b>								
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	82.76	11.11	557	9	12.69	-5.0000	-2	5	-0.044	-0.071		
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.13	5.33	1,688	75	1.24	-2.8411	-2	20	-0.176	-0.286		
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	70.67	80.00	150	10	14.87	0.3914	0	10	0.000	0.000		
PR-4-02-3100	Average Delay Days - Total - POTS	12.86	10.00	125	24	11.73	2.61	1.1044	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	2.00	10.00	150	10	4.57	-2.0575	-2	5	-0.044	-0.071		
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	1.33	0.00	150	10	3.75	1.1677	0	5	0.000	0.000		
PR-6-01-3140	% Installation Troubles within 30 days - Platform	9.72	7.69	823	39	4.85	0.0716	0	10	0.000	0.000		
<b>MR Maintenance &amp; Repair</b>		<b>FP</b>	<b>CLEC</b>	<b>FP</b>	<b>CLEC</b>	<b>FP Std Deviation</b>	<b>Sampling Error</b>	<b>Diff.</b>	<b>Perf. Score</b>	<b>Wgt.</b>	<b>Wgtd. Score</b>		
MR-1-01-6050	Average Response Time - Create Trouble	2.37	33.82		2,944			31.4480	-2	2	-0.018	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	40.93		572			40.9283	NA	0	NA	0.000	
										<b>Stat. Score</b>			
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	55.80	54.17	586	120	4.98	0.2298	0	10	0.000	0.000		
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	37.76	33.33	98	18	12.43	0.0750	0	10	0.000	0.000		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	177.19	138.42	586	120	151.72	15.20	2.8480	0	5	0.000	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	100.89	86.59	98	18	131.65	33.73	0.3606	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	97.25	100.00	509	93	1.84	-5.0000	-2	5	-0.044	-0.049		
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	92.93	100.00	509	93	2.89	-5.0000	-2	5	-0.044	-0.049		
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	89.00	95.70	509	93	3.53	-2.3661	-2	5	-0.044	-0.049		
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	56.57	54.39	3,318	57	6.62	0.2003	0	10	0.000	0.000		
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	30.16	50.00	305	4	23.10	SS	NA	10	NA	0.000		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	188.43	159.34	3,318	57	156.68	20.93	1.4221	0	5	0.000	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	103.16	75.54	305	4	124.12	62.47	SS	NA	5	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	98.40	100.00	2,935	41	1.97	-5.0000	-2	5	-0.044	-0.049		
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	94.69	97.56	2,935	41	3.46	-1.1926	-1	5	-0.022	-0.025		
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	89.91	90.24	2,935	41	4.74	-0.2661	0	5	0.000	0.000		
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	22.73	26.13	4,307	199	3.04	-1.1971	-1	10	-0.044	-0.049		
<b>BI Billing</b>													
BI-1-02-1000	% DUF in 4 Business Days		100.00		214,831			0	5	0.000			
										<b>Totals</b>	<b>-23</b>	<b>227</b>	<b>-6.34</b>

"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

UNE LOOP

Dec-2014

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		0.00				NA	0	NA	0.000		
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	3.07	1,071			3,0691	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.98	379			3,9763	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-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00	548			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	75			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-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		98.18	55			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		5.45	495			-1	5	-0.030	-0.069		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		91.40	1,035			-1	5	-0.030	-0.069		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	21			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		96.00	176			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	10			0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-3100	Average Delay Days - Total - POTS	12.86	10.00	125	24	11.73	2.61	1.1044	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	71.62	66.67	148	15		12.22	0.1392	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	2.00	0.00	150	17		3.58	0.5922	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	1.33	0.00	150	17		2.94	0.8640	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	32.80	13.33	189	15		12.59	1.3026	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00	25				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	1				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	2.37	33.82	2,944			31.4490	-2	2	-0.024	-0.038	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	56.45	55.80	3,904	181		3.77	0.0997	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	186.74	158.32	3,904	181	155.98	11.86	2.5006	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	94.87	97.97	3,275	148		1.85	-2.0982	-2	5	-0.060	-0.096
MR-4-08-3112	% Out of Service > 24 Hours - Loop	90.41	92.57	3,275	148		2.47	-1.0216	-1	5	-0.030	-0.048
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	22.73	25.58	4,307	215		2.93	-1.0535	-1	10	-0.060	-0.096
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	25.26	26.47	190	34		8.09	-0.3834	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	89.00	59.92	190	34	110.99	20.67	1.5840	0	5	0.000	0.000
								Totals	-8	167	-0.234	

"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

Dec-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	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	3.07		1,071		3.0691	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.98		379		3.9763	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		4		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		4		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		66.67		6		-1	10	-0.052	-0.119		
OR-6-03-2000	% Accuracy - LSRC		3.03		33		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		82.76		29		-2	5	-0.052	-0.119		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		10		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		
<b>PR Provisioning</b>												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	82.76	33.33	557	3	21.86	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.13	10.00	1,688	10	3.35	-2.5359	-2	20	-0.207	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	70.67	65.67	150	3	26.55	SS	NA	10	NA	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	12.66	4.33	125	3	11.73	6.85	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.00	0.00	150	3	8.16	SS	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	1.33	0.00	150	3	6.69	SS	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	9.72	8.33	823	12	8.61	0.4472	0	15	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.37	33.82		2,844		31.4490	-2	2	-0.021	-0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	40.93		572		40.9263	NA	0	NA	0.000	
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	55.80	58.97	586	39	8.21	-0.5481	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	38.61	41.67	101	12	14.87	-0.5296	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	177.19	176.34	586	38	151.72	25.40	-0.0003	0	5	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	100.89	105.09	98	12	131.65	40.23	-0.2296	0	5	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	97.25	94.87	509	39	2.72	0.4755	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	92.93	87.18	509	39	4.26	1.0074	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	89.00	82.05	509	39	5.20	1.0502	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	68.57	NA	3,318	NA		NA	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	30.07	NA	306	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	188.43	NA	3,318	NA	156.68	NA	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	103.16	NA	305	NA	124.12	NA	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	98.40	NA	2,935	NA		NA	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	94.89	NA	2,935	NA		NA	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	89.91	NA	2,935	NA		NA	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	22.73	20.00	4,307	50	5.96	0.2597	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		100.00		214,831			0	5	0.000		
							Totals	-7	193	-0.332		

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

Dec-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	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	4.46		95	4.4632	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		1		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		87.50		8		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		1		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	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	400.00	0.00	1	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	-0.174	-0.192	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	23.25	NA	8	0.00	8.00	SS	NA	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		25.00		8			-2	10	-0.174	-0.192	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	32.00	29.41	189	17	11.89	0.0114	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	10.00	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	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	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	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	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	0	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.97	33.02		2,944		31.4490	-2	2	-0.035	-0.043	
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	41.43	NA	1	NA	0.00		NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA			NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	56.43	53.33	3,904	30	9.09	0.1631	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	25.26	33.33	180	3	25.26	SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	166.72	118.88	3,904	30	#####	28.59	2.6276	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	89.00	123.14	190	3	#####	64.58	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	5.54	3.03	487	33	4.12	-1.0299	-1	5	-0.043	-0.053	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	94.67	100.00	3,275	3	12.74	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	22.73	35.36	4,307	33	7.32	-1.9786	-2	10	-0.174	-0.213	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	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	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		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	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	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	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	0.000	
								Totals	-9	115	-0.600	

"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

Dec-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 TimeTrunk ASR Reject	NA		NA		NA	0	0.000		
<b>PR Provisioning</b>		<b>FP</b>								
PR-4-07-3540	% On Time Performance - LNP only	94.99		1,138		-1	20	-0.364		
PR-4-15-5000	% On Time Provisioning - Trunks	NA		NA		NA	0	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00		2	NA	NA	0	0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00		2	NA	NA	0	0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00		2	NA	NA	0	0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	2	0	0.00	SS 0	5	0.000	
<b>MR Maintenance &amp; Repair</b>										
MR-4-01-5000	Mean Time to Repair - Total	NA	47.26	NA	2	0.00	2.00	SS NA	5	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	0.00	NA	2		2.00	SS 0	10	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	55	-0.364

"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							Dec-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-1-08 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-		
	PO-1-08 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	-	-	-	-	-	-	-		
<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 - 2Wdg-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 - 2Wdg-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/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-		
<b>PROVISIONING</b>										
3	<b>Installation Performance</b>	\$29,010	\$0	\$8,780	\$24,226	\$0	\$0	-	\$62,016	
	PR-3-01 % Completed In 1 Day (1-5 lines No Disp)	5,802	-	-	-	-	-	-		
	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-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-		
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/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 <b>% On Time Performance - LNP</b>	-	-	-	-	\$13,697	-	-	\$13,697	
<b>6</b>										
	<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	-	-	-	-	-	-	-		
<b>MAINTENANCE</b>										
6	<b>Maintenance Performance</b>	\$ 20,887	\$25,065	\$0	\$36,743	\$0	\$0	-	\$82,695	
	MR-3-01 Missed Repair Appointments - Loop - Bus	-	-	-	-	-	-	-		
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-		
	MR-3-01 Missed Repair Appointments - Loop	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt - Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repair Appt - Loop - Line Share/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	-	-	-	8,479	-	-	-		
	MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Split	-	-	-	-	-	-	-		
	MR-4-08 Out of Service > 24Hrs - Bus	8,703	-	-	-	-	-	-		
	MR-4-08 Out of Service > 24Hrs - Res.	-	-	-	-	-	-	-		
	MR-4-08 Out of Service > 24Hrs - Total	-	8,355	-	-	-	-	-		
	MR-5-01 % Repeat Reports within 30 Days	12,184	16,710	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	28,264	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Split	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-03 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-03 % Out of Service > 4 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>8</b>										
	<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 Claims Rshvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-		
<b>Month Total</b>		<b>\$49,898</b>	<b>\$25,065</b>	<b>\$8,780</b>	<b>\$60,969</b>	<b>\$13,697</b>	<b>\$0</b>	<b>\$0</b>	<b>\$168,408</b>	

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	100.00	1	0	20
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	10
					30

**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 C	100.00	359	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.07	1,713	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/R	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	4	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/Resal	100.00	17	0	5

PR	Provisioning	FP		FP		Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	61.90	75.00	42	4		25.41	SS	NA	5
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	18.88	28.00	26	3	10.36	23.86	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	28.57	0.00	21	4		24.65	SS	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	28.57	0.00	21	4		24.65	SS	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	25.00	40	4		0.00	SS	NA	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	138.10	75.00	42	4		0.00	SS	NA	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	61.90	NA	42	NA			NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	18.88	NA	26	NA	10.36		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	133.33	0.00	42	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
<b>MR</b>	<b>Maintenance &amp; Repair</b>									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	133.91	137.74	20	1	151.69	0.00	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	73.59	45.34	163	53	88.06	6.97	2.37	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	7	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	71.43	NA	7	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	25.14	16.67	183	54		6.72	1.12	0	10
									Total	112

"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.

Special Provision - UNE Ordering

Dec-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.23	1,123	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	26	\$ -
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	95.78	237	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	16	\$ -

<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		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2014	72.11	190	137	OCT-2014	78.90	109	86
NOV-2014	45.45	198	90	NOV-2014	87.74	93	63
DEC-2014	60.36	169	102	DEC-2014	86.06	86	74
<b>Overall</b>	<b>59.07</b>	<b>557</b>	<b>329</b>	<b>Overall</b>	<b>77.43</b>	<b>288</b>	<b>223</b>

<b>Market Adjustment *</b>	<b>\$ 255,984</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		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2014	92.80	236	219	OCT-2014	97.04	136	131
NOV-2014	90.16	132	119	NOV-2014	94.83	68	65
DEC-2014	99.21	126	125	DEC-2014	98.18	66	64
<b>Overall</b>	<b>93.72</b>	<b>494</b>	<b>463</b>	<b>Overall</b>	<b>96.77</b>	<b>248</b>	<b>240</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		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2014	89.46	1,016	908	OCT-2014	91.01	912	830
NOV-2014	81.64	866	707	NOV-2014	83.79	691	679
DEC-2014	82.07	1,064	865	DEC-2014	88.16	870	767
<b>Overall</b>	<b>84.50</b>	<b>2,935</b>	<b>2,480</b>	<b>Overall</b>	<b>87.99</b>	<b>2,473</b>	<b>2,176</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	1	100.00	9
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	25	0.00	30
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		27.26	6
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	141.00	63	97.52	61
		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	5,0000
		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		\$ -

\* 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

Dec-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	-0.234	\$ -	
	Resale	-0.332	\$ 18,618	
	Digital Subscriber Lines	-0.600	\$ 94,892	
	Trunks	-0.364	<u>\$ 18,433</u>	
	<b>Mode of Entry Total</b>			<b>\$ 361,848</b>
<b># CRITICAL MEASURES</b>				
1	OSS Interface		\$ -	
2	% On Time Ordering Notification		\$ -	
3	Installation Performance		\$ 62,016	
4	% On Time Performance - LNP		\$ 13,697	
5	Hot Cut Performance		\$ -	
6	Maintenance Performance		\$ 82,695	
7	Final Trunk Groups Blocked		\$ -	
8	Collocation		<u>\$ -</u>	
9	Resolution Processes		<u>\$ -</u>	
	<b>Critical Measure Total</b>			<b>\$ 158,408</b>
	<b>Individual Rule Payments:</b>			<b>\$ 1,067</b>
<b>SPECIAL PROVISIONS</b>				
	UNE Ordering		\$ 68,333	
	UNE Flow Through		\$ 255,984	
	UNE Hot Cut Loop		\$ -	
	<b>Special Provision Total</b>			<b>\$ 324,317</b>
	<b>CHANGE CONTROL</b>			<u>\$ -</u>
	<b>Grand Total</b>			<b>\$ 845,640</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

Dec-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-1-01-6030	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	3.07		1,071		3.0691	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.98		379		3.9763	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>		<b>Wgt.</b>								
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		74		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		22		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		86.05		86		-2	5	-0.044	-0.139
OR-6-03-3140	% Accuracy - LSRC - Platform		7.38		122		-1	5	-0.022	-0.069
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		63.64		88		-2	5	-0.044	-0.139
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		5		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		95.16		62		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		5		0	2	0.000	0.000
<b>PR Provisioning</b>		<b>FP</b>	<b>CLEC</b>	<b>FP</b>	<b>CLEC</b>					
PR-3-01-3140	% Completed In 1 Day (1-5 Lines - No Disp) - Platform	82.76	11.11	557	9	12.69	-5.0000	-2	5	-0.044
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.13	5.33	1,688	75	1.24	-2.8411	-2	20	-0.176
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	70.67	60.00	150	10	14.87	0.3914	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	12.88	10.00	125	24	11.73	2.61	1.1044	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	2.00	10.00	150	10	4.57	-2.0575	-2	5	-0.044
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	1.33	0.00	150	10	3.75	1.1677	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	9.72	7.69	823	39	4.85	0.0716	0	10	0.000
<b>MR Maintenance &amp; Repair</b>		<b>Performance</b>	<b>Observations</b>	<b>FP Std Deviation</b>	<b>Sampling Error</b>	<b>Diff.</b>	<b>Perf. Score</b>	<b>Wgt.</b>	<b>Wgtd. Score</b>	
MR-1-01-6050	Average Response Time - Create Trouble	2.37	33.82		2,944		31.4490	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	40.93		572		40.9283	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	55.80	54.17	586	120	4.98	0.2298	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	37.76	33.33	98	18	12.43	0.0750	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	177.19	138.42	586	120	151.72	15.20	2.8480	0	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	100.89	86.59	98	18	131.55	33.73	0.3606	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	97.25	100.00	509	93	1.84	-5.0000	-2	5	-0.044
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	92.93	100.00	509	93	2.89	-5.0000	-2	5	-0.044
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	89.00	95.70	509	93	3.53	-2.3661	-2	5	-0.044
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	56.57	54.39	3,318	57	6.62	0.2003	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	30.16	50.00	305	4	23.10	SS	NA	10	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	188.43	159.34	3,318	57	156.68	20.93	1.4221	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	103.16	75.54	305	4	124.12	62.47	SS	NA	5
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	98.40	100.00	2,935	41	1.97	-5.0000	-2	5	-0.044
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	94.89	97.56	2,935	41	3.46	-1.1926	-1	5	-0.022
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	89.91	90.24	2,935	41	4.74	-0.2661	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	22.73	26.13	4,307	199	3.04	-1.1971	0	10	0.000
<b>BI Billing</b>										
BI-1-02-1000	% DUF in 4 Business Days		100.00		214,831			0	5	0.000
							Totals	-22	227	-0.590

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

Dec-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.		Domain Clustering Review	
		FP	CLEC	CLEC			Score	Wgt.	Score			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		0.00				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	3.07	1,071		3.0691	0	2	0.000	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.98	379		3.9763	0	2	0.000	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		100.00	548			0	10	0.000	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	75			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		98.18	55			0	5	0.000	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		5.45	495			0	5	0.000	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		91.40	1,035			-1	5	-0.030	-0.069	-0.069	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	21			0	2	0.000	0.000	0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		96.00	175			0	2	0.000	0.000	0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	10			0	2	0.000	0.000	0.000	
<b>PR Provisioning</b>												
PR-4-02-3100	Average Delay Days - Total - POTS	12.86	10.00	125	24	11.73	2.61	1.1044	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	71.62	66.67	148	15		12.22	0.1392	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	2.00	0.00	150	17		3.58	0.5922	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	1.33	0.00	150	17		2.94	0.8640	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	32.80	13.33	189	16		12.59	1.3026	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbtl w/in 7 days-Loop-Basic Hot Cut		0.00	25				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbtl w/in 7 days-Loop-Lg Job Hot Cut		NA	NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbtl 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	1				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	2.37	33.82	2,944				31.4490	-2	2	-0.024	-0.038
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	56.45	55.80	3,904	181		3.77	0.0997	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	186.74	158.32	3,904	181	155.98	11.86	2.5006	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	94.87	97.97	3,275	148		1.85	-2.0982	-2	5	-0.060	-0.096
MR-4-08-3112	% Out of Service > 24 Hours - Loop	90.41	92.57	3,275	148		2.47	-1.0216	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	22.73	25.58	4,307	215		2.93	-1.0535	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	25.26	26.47	190	34		8.09	-0.3834	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	89.00	59.92	190	34	110.99	20.67	1.5840	0	5	0.000	0.000
"NA" - no activity    "UD" - under development    "SS" - Small Sample Totals    -5    167    -0.114												

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

Dec-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	3.07		1,071		3.0691	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.98		379		3.9763	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 - 2hr		100.00		4		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		4		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		66.67		6		-1	10	-0.052	-0.119	
OR-6-03-2000	% Accuracy - LSRC		3.03		33		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		82.76		29		-2	5	-0.052	-0.119	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		10		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	
<b>PR Provisioning</b>											
		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	82.76	33.33	557	3	21.86	21.86	SS NA	5	NA 0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.13	10.00	1,688	10	3.35	-2.5359	-2	20	-0.207 -0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	70.67	66.67	150	3	26.55	SS NA	10	NA	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	12.66	4.33	125	3	11.73	6.85	SS NA	15	NA 0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.00	0.00	150	3	8.16	SS 0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	1.33	0.00	150	3	6.69	SS 0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	9.72	8.33	823	12	8.61	0.4472	0	15	0.000 0.000	
<b>MR Maintenance &amp; Repair</b>											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	2.37	33.82		2,944			31.4490	-2	2 -0.021 -0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	40.93		572			40.9283	NA	0 NA 0.000	
								Stat Score			
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	55.80	58.97	588	39	8.21	-0.5481	0	10	0.000 0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	38.61	41.67	101	12	14.87	-0.5296	0	10	0.000 0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	177.19	176.34	586	38	151.72	25.40	-0.0003	0	5 0.000 0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	100.89	105.09	98	12	131.55	40.23	-0.2296	0	5 0.000 0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	97.25	94.87	509	39		2.72	0.4755	0	5 0.000 0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	92.93	87.18	509	39		4.26	1.0074	0	5 0.000 0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	89.00	82.05	509	39		5.20	1.0502	0	5 0.000 0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	55.57	NA	3,318	NA			NA NA	0	NA 0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	30.07	NA	306	NA			NA NA	0	NA 0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	188.43	NA	3,318	NA	156.68		NA NA	0	NA 0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	103.16	NA	305	NA	124.12		NA NA	0	NA 0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	98.40	NA	2,935	NA			NA NA	0	NA 0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	94.89	NA	2,935	NA			NA NA	0	NA 0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	89.91	NA	2,935	NA			NA NA	0	NA 0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	22.73	20.00	4,307	50		5.96	0.2597	0	10 0.000 0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		100.00		214,831			0	5	0.000	
								Totals	-7	193	-0.332

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

Dec-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	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	4.46		95	4.4632	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		1		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		87.60		8		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		1		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	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	400.00	0.00	1	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	-0.174	-0.192
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	23.25	NA	8	0.00	8.00	SS	NA	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		25.00		8			-2	10	-0.174	-0.192
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	32.80	29.41	169	17	11.89	0.0114	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	10.00	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	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	2.37	33.82		2,944		31,4490	-2	2	-0.035	-0.043
<b>Stat Score</b>											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	41.43	NA	1	NA	0.00		NA	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	56.43	53.33	3,904	30	9.09	0.1631	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	25.28	33.33	190	3	25.28	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	186.72	118.89	3,904	30	155.99	28.59	2,6276	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	89.00	123.14	190	3	110.99	64.58	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	5.54	3.03	487	33	4.12	-1.0299	-1	5	-0.043	-0.053
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	94.87	100.00	3,275	3	12.74	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	22.73	36.36	4,307	33	7.32	-1.9786	-2	10	-0.174	-0.213
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	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		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
							Totals	-9	115	-0.600	

"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**

**Dec-2014**

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgt. Score
		CLEC	FP	FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA		NA		NA	0	0.000
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00		0		NA	0	0.000
OR-2-12-5020	% On Time Trunk ASR Reject	NA		NA		NA	0	0.000

  

PR	Provisioning	FP				Perf. Score	Wgt.	Wgt. Score	
		Score	Wgt.	Score	Wgt.				
PR-4-07-3540	% On Time Performance - LNP only	94.99		1,138		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		2	NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00		2	NA	NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00		2	NA	NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	2	0	0.00	SS 0	5	0.000

  

MR	Maintenance & Repair	Score	Wgt.	Score	Wgt.	Perf. Score	Wgt.	Wgt. Score		
									Score	Wgt.
MR-4-01-5000	Mean Time to Repair - Total	NA	47.26	NA	2	0.00	2.00	SS NA 5	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	0.00	NA	2		2.00	SS 0	10	0.000

  

NP	Network Performance	Score	Wgt.	Score	Wgt.	Perf. Score	Wgt.	Wgt. Score		
									Score	Wgt.
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	0	55	0.000

"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							Dec-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 - 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	-	-	-	-	-	-	-	-
<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 - 2W xDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Sp/lt	-	-	-	-	-	-	-	-
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/Sp/lt	-	-	-	-	-	-	-	-
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Spots-UNE/Rsl	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spots-UNE/Rsl	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASR Raj - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$29,010	\$0	\$8,760	\$24,226	\$0	\$0	-	\$62,016
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/Sp/lt	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - Line Share/Sp/lt	-	-	-	-	-	-	-	-
PR-4-05	Missed Appointments - No Dispatch	23,208	-	8,760	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - Line Share/Sp/lt	-	-	-	-	-	-	-	-
PR-4-14	% Completed On Time - 2W xDSL Loops	-	-	-	24,226	-	-	-	-
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - 2W xDSL Loops	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - Line Share/Sp/lt	-	-	-	-	-	-	-	-
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>6</b>									
PR-6-02	<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	-	-	-	-	-	-	-	-
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$ 8,703	\$0	\$0	\$36,743	\$0	\$0	-	\$45,446
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt - Loop - 2W Digt-UNE/Resale	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt - Loop - 2W xDSL Loops	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appt - Loop - Line Share/Sp/lt	-	-	-	-	-	-	-	-
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	-	-	-	8,479	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours - Line Share/Sp/lt	-	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs - Bus.	8,703	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs - Res.	-	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs - Total	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - 2W xDSL Loops	-	-	-	-	28,264	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - Line Share/Sp/lt	-	-	-	-	-	-	-	-
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-4-09	% Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-
MR-4-03	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 <b>Final Trunk Groups Blocked</b>	-	-	-	-	\$0	-	-	\$0
<b>8</b>									
NP-2-01/2	<b>Collocation</b>	-	-	-	-	-	-	\$0	\$0
NP-2-05/6	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
NP-2-07/8	% 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>		<b>\$37,713</b>	<b>\$0</b>	<b>\$8,760</b>	<b>\$60,989</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$107,462</b>

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	100.00	1	0	20
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	10
					<b>30</b>

**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	100.00	359	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.07	1,713	0	20
					<b>29</b>

**Performance Report for Critical Measures - Specials**

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	4	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	17	0	5

PR	Provisioning	FP		FP	Std Dev.	Sample Error	Stat. Score		Wgt.	
		FP	FP				NA	NA		
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	61.90	75.00	42	4	25.41	SS	NA	5	
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	18.88	28.00	26	3	10.36	23.86	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	28.57	0.00	21	4		24.65	SS	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	28.57	0.00	21	4		24.65	SS	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	25.00	40	4		0.00	SS	NA	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	138.10	75.00	42	4		0.00	SS	NA	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	61.90	NA	42	NA			NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	18.88	NA	26	NA	10.36		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	133.33	0.00	42	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	FP	FP	FP	Std Dev.	Sample Error	Stat. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	133.91	137.74	20	1	151.69	0.00	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	73.59	45.34	163	53	88.06	6.97	2.37	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	7	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	71.43	NA	7	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	25.14	16.67	183	54		6.72	1.12	0	10

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

Total **112**

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

Special Provision - UNE Ordering

Dec-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.23	1,123	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	26	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	95.78	237	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	16	\$ -

<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
OCT-2014	72.11	190	137	OCT-2014	78.90	109	86
NOV-2014	46.45	198	90	NOV-2014	67.74	93	63
DEC-2014	60.36	169	102	DEC-2014	86.05	85	74
<b>Overall</b>	<b>59.07</b>	<b>557</b>	<b>329</b>	<b>Overall</b>	<b>77.43</b>	<b>288</b>	<b>223</b>

<b>Market Adjustment *</b>	<b>\$ 265,984</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
OCT-2014	92.80	236	219	OCT-2014	97.04	136	131
NOV-2014	90.16	132	119	NOV-2014	94.83	58	55
DEC-2014	99.21	126	126	DEC-2014	98.18	55	54
<b>Overall</b>	<b>93.72</b>	<b>494</b>	<b>463</b>	<b>Overall</b>	<b>96.77</b>	<b>248</b>	<b>240</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
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
DEC-2014	82.07	1,054	865	DEC-2014	88.16	870	767
<b>Overall</b>	<b>84.60</b>	<b>2,935</b>	<b>2,480</b>	<b>Overall</b>	<b>87.99</b>	<b>2,473</b>	<b>2,176</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	1	100.00	9
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	25	0.00	30
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
	<b>Performance</b>	<b>Observations</b>	<b>Performance</b>	<b>Observations</b>	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	27.26	6	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	141.00	63	97.52	61
	<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 Ttl HC	0.00	0.00	6.0000	
	<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	\$	-
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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

Dec-2014

	Weighted <u>Score</u>	Market <u>Adjustment</u>
<b>MODE OF ENTRY</b>		
Unbundled Network Elements - Platform	-0.590	\$ 208,763
Unbundled Network Elements - Loop	-0.114	\$ -
Resale	-0.332	\$ 18,618
Digital Subscriber Lines	-0.600	\$ 94,892
Trunks	0.000	\$ -
<b>Mode of Entry Total</b>		<b>\$ 322,274</b>
<b># CRITICAL MEASURES</b>		
1 OSS Interface		\$ -
2 % On Time Ordering Notification		\$ -
3 Installation Performance		\$ 62,016
4 % On Time Performance - LNP		\$ -
5 Hot Cut Performance		\$ -
6 Maintenance Performance		\$ 45,446
7 Final Trunk Groups Blocked		\$ -
8 Collocation		\$ -
9 Resolution Processes		\$ -
<b>Critical Measure Total</b>		<b>\$ 107,462</b>
<b>Individual Rule Payments:</b>		<b>\$ 1,193</b>
<b>SPECIAL PROVISIONS</b>		
UNE Ordering		\$ 68,333
UNE Flow Through		\$ 255,984
UNE Hot Cut Loop		\$ -
<b>Special Provision Total</b>		<b>\$ 324,317</b>
<b>CHANGE CONTROL</b>		<b>\$ -</b>
<b>Grand Total</b>		<b>\$ 755,247</b>

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