

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM UNE Platform

Apr-2015

| PO  | Pre-Ordering  | Performance |        | Observations |      | Diff.  | Perf. Score | Wgt.    | Vgto. 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          | 3.42   | 1,356        |      | 3.4204 | 0           | 2       | 0.000       | 0.000                    |        |       |
| PO-1-03-6050  | Address Validation - Web GUI                          | NA          | 4.06   | 461          |      | 4.0607 | 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       |             | 97.58  | 165          |      |        | 0           | 10      | 0.000       | 0.000                    |        |       |
| OR-2-02-3140  | % On Time LSR Reject - Flow Through - Platform        |             | NA     | NA           |      |        | NA          | 0       | NA          | 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             |             | 78.95  | 209          |      |        | -2          | 5       | -0.048      | -0.161                   |        |       |
| OR-6-03-3140  | % Accuracy - LSRC - Platform                          |             | 3.36   | 119          |      |        | 0           | 5       | 0.000       | 0.000                    |        |       |
| OR-1-04-3140  | % OT LSRC - No Facility Check - Platform              |             | 95.97  | 149          |      |        | 0           | 5       | 0.000       | 0.000                    |        |       |
| OR-1-06-3140  | % OT LSRC/ASRC - Facility Check - Platform            |             | 100.00 | 12           |      |        | 0           | 2       | 0.000       | 0.000                    |        |       |
| OR-2-04-3140  | % OT LSR Rej. - No Facility Check - Platform          |             | 100.00 | 205          |      |        | 0           | 2       | 0.000       | 0.000                    |        |       |
| OR-2-08-3140  | % OT LSR/ASR Rej. - Facility Check - Platform         |             | 100.00 | 11           |      |        | 0           | 2       | 0.000       | 0.000                    |        |       |
| <b>PR Provisioning</b>  |   |             |        |              |      |        |             |         |             |                          |        |       |
| PR-3-01-3140  | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 80.83       | 71.43  | 939          | 7    | 14.93  | -1.1056     | -1      | 5           | -0.024                   | -0.036 |       |
| PR-4-05-3140  | % Missed Appointment- FP - No Dispatch - Platform     | 1.23        | 2.33   | 2,835        | 129  | 0.99   | -1.3999     | -1      | 20          | -0.097                   | -0.143 |       |
| PR-4-04-3140  | % Missed Appointment - FP - Dispatch - Platform       | 8.98        | 0.00   | 334          | 25   | 5.93   | 1.2581      | 0       | 10          | 0.000                    | 0.000  |       |
| PR-4-02-3100  | Average Delay Days - Total - POTS                     | 1.86        | 1.00   | 65           | 3    | 1.84   | 1.09        | SS      | NA          | NA                       | 0.000  |       |
| PR-5-01-3140  | % Missed Appointment - Facilities - Platform          | 0.60        | 0.00   | 334          | 25   | 1.60   | 1.1049      | 0       | 5           | 0.000                    | 0.000  |       |
| PR-5-02-3140  | % Orders Held for Facilities > 15 days - Platform     | 0.30        | 0.00   | 334          | 25   | 1.13   | 1.4785      | 0       | 5           | 0.000                    | 0.000  |       |
| PR-6-01-3140  | % Installation Troubles within 30 days - Platform     | 4.53        | 12.22  | 1,767        | 90   | 2.25   | -3.0702     | -2      | 10          | -0.097                   | -0.143 |       |
| <b>MR Maintenance &amp; Repair</b>                              |   |             |        |              |      |        |             |         |             |                          |        |       |
| MR-1-01-6050  | Average Response Time - Create Trouble                | 1.43        | 4.49   | 1,870        |      |        | 3.0566      | 0       | 2           | 0.000                    | 0.000  |       |
| MR-1-06-6050  | Average Response Time - Test Trouble (POTS only)      | NA          | 49.62  | 375          |      |        | 49.6160     | NA      | 0           | NA                       | 0.000  |       |
| Stat. Score   |   |             |        |              |      |        |             |         |             |                          |        |       |
| MR-3-01-3144  | % Missed Repair Appointments - Loop - Platform - Bus  | 17.29       | 18.52  | 376          | 54   | 5.50   | -0.4401     | 0       | 10          | 0.000                    | 0.000  |       |
| MR-3-02-3144  | % Missed Repair Appointments - CO - Platform - Bus    | 19.77       | 0.00   | 86           | 14   | 11.48  | 1.5560      | 0       | 10          | 0.000                    | 0.000  |       |
| MR-4-02-3144  | Mean Time to Repair - Loop Trouble - Platform - Bus   | 10.96       | 12.16  | 373          | 54   | 12.36  | 1.80        | -0.6666 | 0           | 5                        | 0.000  | 0.000 |
| MR-4-03-3144  | Mean Time to Repair - CO Trouble - Platform - Bus     | 12.77       | 6.77   | 86           | 14   | 24.16  | 6.96        | 1.0839  | 0           | 5                        | 0.000  | 0.000 |
| MR-4-06-3144  | % Out of Service >4 Hours - Platform - Bus            | 61.64       | 68.75  | 232          | 32   | 9.17   | -0.9730     | -1      | 5           | -0.024                   | -0.029 |       |
| MR-4-07-3144  | % Out of Service >12 Hours - Platform - Bus           | 36.64       | 37.50  | 232          | 32   | 9.09   | -0.3020     | 0       | 5           | 0.000                    | 0.000  |       |
| MR-4-08-3144  | % Out of Service > 24 Hours - Platform - Bus          | 5.60        | 0.00   | 232          | 32   | 4.34   | 0.9203      | 0       | 5           | 0.000                    | 0.000  |       |
| MR-3-01-3145  | % Missed Repair Appointments - Loop -Platform - Res   | 15.09       | 0.00   | 1,597        | 11   | 10.83  | 0.9677      | 0       | 10          | 0.000                    | 0.000  |       |
| MR-3-02-3145  | % Missed Repair Appointments - CO - Platform - Res    | 17.97       | NA     | 128          | NA   |        | NA          | NA      | 0           | NA                       | 0.000  |       |
| MR-4-02-3145  | Mean Time to Repair - Loop Trouble - Platform - Res   | 18.88       | 13.19  | 1,597        | 11   | 17.38  | 5.26        | 1.2024  | 0           | 5                        | 0.000  | 0.000 |
| MR-4-03-3145  | Mean Time to Repair - CO Trouble - Platform - Res     | 19.02       | NA     | 128          | NA   | 26.89  | NA          | NA      | 0           | NA                       | 0.000  |       |
| MR-4-06-3145  | % Out of Service >4 Hours - Platform - Res            | 80.94       | 50.00  | 1,044        | 2    | 27.80  | SS          | NA      | 5           | NA                       | 0.000  |       |
| MR-4-07-3145  | % Out of Service >12 Hours - Platform - Res           | 59.00       | 0.00   | 1,044        | 2    | 34.81  | SS          | 0       | 5           | 0.000                    | 0.000  |       |
| MR-4-08-3145  | % Out of Service > 24 Hours - Platform - Res          | 25.19       | 0.00   | 1,044        | 2    | 30.73  | SS          | 0       | 5           | 0.000                    | 0.000  |       |
| MR-5-01-3140  | % Repeat Reports w/in 30 days - Platform              | 15.71       | 5.06   | 2,184        | 79   | 4.17   | 2.6684      | 0       | 10          | 0.000                    | 0.000  |       |
| <b>BI Billing</b>   |   |             |        |              |      |        |             |         |             |                          |        |       |
| BI-1-02-1000  | % DUF in 4 Business Days                              |             | 100.00 | 207,370      |      |        |             | 0       | 5           | 0.000                    |        |       |
| "NA" - no activity "UD" - under development "SS" - Small Sample |   |             |        |              |      |        | Totals      | -7      | 207         | -0.290                   |        |       |

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

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM

UNE LOOP

Apr-2015

| PO  | Pre-Ordering                                       | Performance |        | Observations |    | Diff.  | Perf. |        | Wgt. | Wgtd. Score | Domain Clustering Review |       |
|---|--|-------------|--------|--------------|----|--------|-------|--------|------|-------------|--------------------------|-------|
|   |  | FP          | CLEC   | CLEC         |    |        | Score |        |      |             |                          |       |
| PO-2-02-6010  | OSS Interface Availability - Prime - WPTS          |             | NA     |              |    |        | NA    | 0      |      | NA          | 0.000                    |       |
| PO-1-01-6020  | Customer Service Record - EDI                      | NA          | 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          | 3.42   | 1,356        |    | 3.4204 | 0     | 2      |      | 0.000       | 0.000                    |       |
| PO-1-03-6050  | Address Validation - Web GUI                       | NA          | 4.06   | 461          |    | 4.0607 | 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-1-02-3331  | % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs        |             | 99.45  | 362          |    |        | 0     | 10     |      | 0.000       | 0.000                    |       |
| OR-2-02-3331  | % On Time LSR Reject - Flow Thru - Loop/Pre-Qual   |             | 100.00 | 7            |    |        | 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              |             | 98.21  | 56           |    |        | 0     | 5      |      | 0.000       | 0.000                    |       |
| OR-6-03-3331  | % Accuracy - LSRC - Loop                           |             | 4.94   | 385          |    |        | 0     | 5      |      | 0.000       | 0.000                    |       |
| OR-1-04-3331  | % OT LSRC - No Facility Check - Loop/LNP           |             | 97.92  | 768          |    |        | 0     | 5      |      | 0.000       | 0.000                    |       |
| OR-1-06-3331  | % OT LSRC/ASRC - Facility Check - Loop/LNP         |             | 100.00 | 13           |    |        | 0     | 2      |      | 0.000       | 0.000                    |       |
| OR-2-04-3331  | % OT LSR Rej - No Facility Check - Loop/LNP        |             | 100.00 | 210          |    |        | 0     | 2      |      | 0.000       | 0.000                    |       |
| OR-2-06-3331  | % OT LSR/ASR Rej - Facility Check - Loop/LNP       |             | 100.00 | 8            |    |        | 0     | 2      |      | 0.000       | 0.000                    |       |
| <b>PR Provisioning</b>  |  |             |        |              |    |        |       |        |      |             |                          |       |
| PR-4-02-3100  | Average Delay Days - Total - POTS                  | 1.86        | 1.00   | 65           | 3  | 1.84   | 1.09  | SS     | NA   | 5           | NA                       | 0.000 |
| PR-4-04-3113  | % Missed Appointment - FP - Dispatch - Loop-New    | 9.01        | 0.00   | 333          | 22 |        | 6.30  | 1.1047 | 0    | 20          | 0.000                    | 0.000 |
| PR-5-01-3112  | % Missed Appointment - Facilities - Loop           | 0.60        | 0.00   | 334          | 23 |        | 1.66  | 1.1510 | 0    | 5           | 0.000                    | 0.000 |
| PR-5-02-3112  | % Orders Held for Facilities > 15 days - Loop      | 0.30        | 0.00   | 334          | 23 |        | 1.18  | 1.5186 | 0    | 5           | 0.000                    | 0.000 |
| PR-6-01-3113  | % Installation Troubles within 30 days - Loop New  | 12.90       | 3.70   | 442          | 27 |        | 6.64  | 1.1333 | 0    | 10          | 0.000                    | 0.000 |
| PR-6-02-3520  | % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut  |             | 0.00   | 49           |    |        |       |        | 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 | 4            |    |        |       |        | 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             | 1.43        | 4.49   | 1,870        |    |        |       | 3.0566 | 0    | 2           | 0.000                    | 0.000 |
| MR-3-01-3112  | % Missed Repair Appointments - Loop - Loop         | 15.51       | 6.15   | 1,973        | 65 |        | 4.56  | 2.0303 | 0    | 10          | 0.000                    | 0.000 |
| MR-4-02-3112  | Mean Time to Repair - Loop Trouble - Loop          | 17.22       | 7.17   | 1,970        | 65 | 16.77  | 2.11  | 5.0000 | 0    | 5           | 0.000                    | 0.000 |
| MR-4-07-3112  | % Out of Service > 12 Hours - Loop                 | 55.58       | 21.62  | 1,218        | 37 |        | 8.29  | 3.9771 | 0    | 5           | 0.000                    | 0.000 |
| MR-4-08-3112  | % Out of Service > 24 Hours - Loop                 | 21.67       | 2.70   | 1,218        | 37 |        | 6.88  | 2.9665 | 0    | 5           | 0.000                    | 0.000 |
| MR-5-01-3112  | % Repeat Reports w/in 30 days - Loop               | 15.71       | 8.82   | 2,184        | 68 |        | 4.48  | 1.4171 | 0    | 10          | 0.000                    | 0.000 |
| MR-3-02-3112  | % Missed Repair Appointments - CO - Loop           | 12.70       | 33.33  | 63           | 3  |        | 19.68 | SS     | NA   | 10          | NA                       | 0.000 |
| MR-4-03-3112  | Mean Time to Repair - CO Trouble - Loop            | 13.72       | 7.52   | 63           | 3  | 18.72  | 11.06 | SS     | NA   | 5           | NA                       | 0.000 |
| "NA" - no activity "UD" - under development "SS" - Small Sample |  |             |        |              |    |        |       |        |      |             |                          |       |
| Totals  |  |             |        |              |    |        |       |        |      |             |                          |       |
|   |  |             |        |              |    |        | 0     | 167    |      | 0.000       |                          |       |

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

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM RESALE

Apr-2015

| 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          | 3.42   |              | 1,356   |       | 3.4204      | 0       | 2           | 0.000                    |        |        |
| PO-1-03-6050                       | Address Validation - Web GUI                               | NA          | 4.06   |              | 461     |       | 4.0607      | 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  |             | 66.67  |              | 3       |       | NA          | 0       | NA          | 0.000                    |        |        |
| OR-2-02-2320                       | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex |             | NA     |              | NA      |       | NA          | 0       | NA          | 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                           |             | 60.00  |              | 5       |       | -1          | 10      | -0.055      | -0.161                   |        |        |
| OR-6-03-2000                       | % Accuracy - LSRC  |             | 13.33  |              | 45      |       | -2          | 10      | -0.110      | -0.323                   |        |        |
| OR-1-04-2320                       | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx        |             | 92.86  |              | 56      |       | -1          | 5       | -0.027      | -0.081                   |        |        |
| 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     |             | 100.00 |              | 38      |       | 0           | 2       | 0.000       | 0.000                    |        |        |
| OR-2-06-2320                       | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx    |             | 100.00 |              | 3       |       | 0           | 2       | 0.000       | 0.000                    |        |        |
| <b>PR Provisioning</b>             |  |             |        |              |         |       |             |         |             |                          |        |        |
| PR-3-01-2100                       | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total    | 80.83       | 100.00 | 939          | 1       |       | 39.38       | SS      | 0           | 5                        | 0.000  | 0.000  |
| PR-4-05-2100                       | % Missed Appointment- FP - No Dispatch - POTS              | 1.23        | 0.00   | 2,835        | 21      |       | 2.42        | 0.7427  | 0           | 20                       | 0.000  | 0.000  |
| PR-4-04-2100                       | % Missed Appointment - FP - Dispatch - POTS                | 8.98        | 25.00  | 334          | 4       |       | 14.38       | SS      | NA          | 10                       | NA     | 0.000  |
| PR-4-02-2100                       | Average Delay Days - Total - POTS                          | 1.86        | 2.00   | 65           | 1       | 1.84  | 1.86        | SS      | NA          | 15                       | NA     | 0.000  |
| PR-5-01-2100                       | % Missed Appointment - Facilities - POTS                   | 0.60        | 0.00   | 334          | 4       |       | 3.88        | SS      | 0           | 5                        | 0.000  | 0.000  |
| PR-5-02-2100                       | % Orders Held for Facilities > 15 days - POTS              | 0.30        | 0.00   | 334          | 4       |       | 2.75        | SS      | 0           | 5                        | 0.000  | 0.000  |
| PR-6-01-2100                       | % Installation Troubles within 30 days - POTS              | 4.53        | 0.00   | 1,767        | 23      |       | 4.36        | 0.3933  | 0           | 15                       | 0.000  | 0.000  |
| <b>MR Maintenance &amp; Repair</b> |  |             |        |              |         |       |             |         |             |                          |        |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                     | 1.43        | 4.49   |              | 1,870   |       |             | 3.0566  | 0           | 2                        | 0.000  | 0.000  |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)           | NA          | 49.62  |              | 375     |       |             | 49.6160 | NA          | 0                        | NA     | 0.000  |
| <b>Stat Score</b>                  |  |             |        |              |         |       |             |         |             |                          |        |        |
| MR-3-01-2110                       | % Missed Repair Appointments - Loop - Bus.                 | 17.29       | 18.18  | 376          | 11      |       | 11.57       | -0.5450 | 0           | 10                       | 0.000  | 0.000  |
| MR-3-02-2110                       | % Missed Repair Appointments - CO - Bus.                   | 19.77       | 0.00   | 86           | 7       |       | 15.65       | 0.7363  | 0           | 10                       | 0.000  | 0.000  |
| MR-4-02-2110                       | Mean Time To Repair - Loop Trouble - Bus.                  | 10.96       | 24.08  | 373          | 11      | 12.36 | 3.78        | -2.5972 | -2          | 5                        | -0.055 | -0.088 |
| MR-4-03-2110                       | Mean Time To Repair - CO Trouble - Bus.                    | 12.77       | 1.43   | 86           | 7       | 24.16 | 9.50        | 3.0357  | 0           | 5                        | 0.000  | 0.000  |
| MR-4-06-2110                       | % Out of Service > 4 Hours - POTS - Bus                    | 61.64       | 100.00 | 232          | 5       |       | 21.98       | SS      | NA          | 5                        | NA     | 0.000  |
| MR-4-07-2110                       | % Out of Service > 12 Hours - POTS - Bus.                  | 36.64       | 100.00 | 232          | 5       |       | 21.78       | SS      | NA          | 5                        | NA     | 0.000  |
| MR-4-08-2110                       | % Out of Service > 24 Hours - POTS - Bus.                  | 5.60        | 20.00  | 232          | 5       |       | 10.40       | SS      | NA          | 5                        | NA     | 0.000  |
| MR-3-01-2120                       | % Missed Repair Appointments - Loop - Res.                 | 15.09       | NA     | 1,597        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-3-02-2120                       | % Missed Repair Appointments - CO - Res.                   | 17.97       | NA     | 128          | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-02-2120                       | Mean Time To Repair - Loop Trouble - Res.                  | 18.88       | NA     | 1,597        | NA      | 17.38 |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-03-2120                       | Mean Time to Repair - CO Trouble - Res.                    | 19.02       | NA     | 128          | NA      | 28.69 |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-06-2120                       | % Out of Service > 4 Hours - POTS - Res.                   | 80.94       | NA     | 1,044        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-07-2120                       | % Out of Service > 12 Hours - POTS - Res.                  | 59.00       | NA     | 1,044        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-08-2120                       | % Out of Service > 24 Hours - POTS - Res.                  | 25.19       | NA     | 1,044        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-5-01-2100                       | % Repeat Reports w/in 30 days - POTS                       | 15.71       | 16.67  | 2,184        | 18      |       | 8.61        | -0.4957 | 0           | 10                       | 0.000  | 0.000  |
| <b>BI Billing</b>                  |  |             |        |              |         |       |             |         |             |                          |        |        |
| BI-1-02-1000                       | % DUF in 4 Business Days                                   |             | 100.00 |              | 207,370 |       |             |         | 0           | 5                        | 0.000  |        |
|                                    |  |             |        |              |         |       |             | Totals  | -6          | 182                      | -0.247 |        |

"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

Apr-2015

| PO                                 | Pre-Ordering   | Performance |        | Observations |      | Diff. | Perf. Score | Wgt     | Wgtd 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          | 4.53   |              | 283  |       | 4.5265      | 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                         |             | 100.00 |              | 3    |       | 0           | 2       | 0.000      | 0.000                    |       |       |
| <b>OR Ordering</b>                 |  |             |        |              |      |       |             |         |            |                          |       |       |
| OR-1-04-1341                       | % On Time LSR - No Facility Check - 2W Digital -UNE/Resale     |             | 100.00 |              | 3    |       | 0           | 2       | 0.000      | 0.000                    |       |       |
| OR-1-06-1341                       | % OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale        |             | 100.00 |              | 1    |       | 0           | 2       | 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/ASRC Rej - Facility Check - 2W Digital -UNE/Resale    |             | NA     |              | NA   |       | NA          | 0       | 0.000      | 0.000                    |       |       |
| OR-1-04-3342                       | % On Time LSR - No Facility Check - 2W xDSL Loops              |             | 100.00 |              | 23   |       | 0           | 5       | 0.000      | 0.000                    |       |       |
| OR-1-06-3342                       | % On Time LSR/ASRC - Facility Check - 2W xDSL Loops            |             | 100.00 |              | 1    |       | 0           | 5       | 0.000      | 0.000                    |       |       |
| OR-2-04-3342                       | % OT LSR Rej - No Facility Check - 2W xDSL Loops               |             | 100.00 |              | 10   |       | 0           | 2       | 0.000      | 0.000                    |       |       |
| OR-2-06-3342                       | % On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops        |             | 100.00 |              | 1    |       | 0           | 2       | 0.000      | 0.000                    |       |       |
| OR-1-04-3340                       | % OT LSR - No Facility Check - Line Share/Split                |             | NA     |              | NA   |       | NA          | 0       | 0.000      | 0.000                    |       |       |
| OR-1-06-3340                       | % On Time LSR/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/ASRC 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          | 1.00   | NA           | 1    | 0.00  | 1.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| PR-4-04-1341                       | % Missed Appointment -Dispatch -2W Digital -UNE/Resale         | 0.00        | 100.00 | 1            | 1    |       | 0.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| PR-4-05-1341                       | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale      | NA          | 0.00   | NA           | 1    |       | 1.00        | SS      | 0          | 2                        | 0.000 | 0.000 |
| PR-6-01-1341                       | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale       | 0.00        | 0.00   | 3            | 6    |       | 0.00        | SS      | 0          | 2                        | 0.000 | 0.000 |
| PR-8-01-1341                       | % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale  | 800.00      | 50.00  | 1            | 2    |       | 0.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| PR-3-10-3342                       | % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops              |             | 100.00 |              | 10   |       |             | NA      | 0          | 10                       | 0.000 | 0.000 |
| PR-4-02-3342                       | Average Delay Days -Total -2W xDSL Loops                       | NA          | NA     | NA           | NA   | 0.00  |             | NA      | NA         | 10                       | 0.000 | 0.000 |
| PR-4-14-3342                       | % Completed On Time -2W xDSL Loops                             |             | 100.00 |              | 13   |       |             | 0       | 10         | 0.000                    | 0.000 |       |
| PR-6-01-3342                       | % Installation Troubles w/in 30 Days -2W xDSL Loops            | 12.90       | 6.25   | 442          | 16   |       | 8.53        | 0.3164  | 0          | 15                       | 0.000 | 0.000 |
| PR-8-01-3342                       | % Open Orders in Hold Status >30 Days -2W xDSL Loops           | 0.00        | 0.00   |              | 13   |       | 13.00       | SS      | 0          | 5                        | 0.000 | 0.000 |
| PR-3-03-3340                       | % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split  |             | NA     |              | NA   |       |             | NA      | 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                         | 1.43        | 4.49   | FP           | CLEC |       |             | 3.0566  | 0          | 2                        | 0.000 | 0.000 |
| <b>Stat Score</b>                  |  |             |        |              |      |       |             |         |            |                          |       |       |
| MR-3-01-1341                       | % Missed Repair Appt -Loop -2W Digital -UNE/Resale             | NA          | 0.00   | NA           | 2    |       | 2.00        | SS      | 0          | 2                        | 0.000 | 0.000 |
| MR-3-02-1341                       | % Missed Repair Appt -CO -2W Digital -UNE/Resale               | NA          | 0.00   | NA           | 2    |       | 2.00        | SS      | 0          | 2                        | 0.000 | 0.000 |
| MR-4-02-1341                       | Mean Time To Repair -Loop -2W Digital -UNE/Resale              | NA          | 22.17  | NA           | 2    | 0.00  | 2.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| MR-4-03-1341                       | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale        | NA          | 18.79  | NA           | 2    | 0.00  | 2.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| MR-4-04-1341                       | % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale | NA          | 75.00  | NA           | 4    |       | 4.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| MR-4-07-1341                       | % Out of Service >12 Hours -2W Digital -UNE/Resale             | NA          | NA     | NA           | NA   |       |             | NA      | NA         | 0                        | 0.000 | 0.000 |
| MR-5-01-1341                       | % Repeat Reports w/in 30 Days -2W Digital -UNE/Resale          | NA          | 25.00  | NA           | 4    |       | 4.00        | SS      | NA         | 2                        | 0.000 | 0.000 |
| MR-3-01-3342                       | % Missed Repair Appt -Loop -2W xDSL Loops                      | 15.51       | 10.00  | 1,973        | 10   |       | 11.48       | 0.0661  | 0          | 5                        | 0.000 | 0.000 |
| MR-3-02-3342                       | % Missed Repair Appointment -CO -2W xDSL Loops                 | 12.70       | 50.00  | 63           | 2    |       | 23.91       | SS      | NA         | 5                        | 0.000 | 0.000 |
| MR-4-02-3342                       | Mean Time To Repair -Loop -2W xDSL Loops                       | 17.22       | 6.55   | 1,970        | 10   | 16.77 | 5.32        | 2.7266  | 0          | 5                        | 0.000 | 0.000 |
| MR-4-03-3342                       | Mean Time To Repair -CO -2W xDSL Loops                         | 13.72       | 14.31  | 63           | 2    | 18.72 | 13.44       | SS      | NA         | 5                        | 0.000 | 0.000 |
| MR-4-04-3342                       | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops          | 65.60       | 91.67  | 904          | 12   |       | 13.80       | 1.6687  | 0          | 5                        | 0.000 | 0.000 |
| MR-4-07-3342                       | % Out of Service >12 Hours -2W xDSL Loops                      | 55.58       | NA     | 1,218        | NA   |       |             | NA      | NA         | 0                        | 0.000 | 0.000 |
| MR-5-01-3342                       | % Repeat Reports w/in 30 Days -2W xDSL Loops                   | 15.71       | 16.67  | 2,184        | 12   |       | 10.53       | -0.5574 | 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 |
|                                    |  |             |        |              |      |       |             | Totals  | 0          | 143                      | 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  
Performance Assurance Plan Report**

**PRELIM TRUNKS**

**Apr-2015**

| OR                                 | Ordering   | Performance |       | Observations |      | Perf. Score | Wgt.   | Wgtd. Score |       |       |       |
|------------------------------------|--|-------------|-------|--------------|------|-------------|--------|-------------|-------|-------|-------|
|                                    |  | CLEC        | FP    | FP           | CLEC |             |        |             |       |       |       |
| OR-1-12-5020                       | % OT Firm Order Confirmations (<=192 Forecasted Trunk: | 100.00      |       |              | 1    | 0           | 5      | 0.000       |       |       |       |
| OR-1-13-5000                       | % On Time Design Layout Record                         | 100.00      |       |              | 1    | 0           | 10     | 0.000       |       |       |       |
| OR-1-19-5020                       | % On Time Response - Request for Inbound Augment (<=   | 0.00        |       |              | 0    | NA          | 0      | 0.000       |       |       |       |
| OR-2-12-5020                       | % On Time Trunk ASR Reject                             | 100.00      |       |              | 1    | 0           | 5      | 0.000       |       |       |       |
| <b>PR Provisioning</b>             |  | <b>FP</b>   |       |              |      |             |        |             |       |       |       |
| PR-4-07-3540                       | % On Time Performance - LNP only                       |             | 96.08 |              | 714  |             | 0      | 20          | 0.000 |       |       |
| PR-4-15-5000                       | % On Time Provisioning - Trunks                        |             | NA    |              | NA   |             | NA     | 0           | 0.000 |       |       |
| PR-5-01-5000                       | % Missed Appointment - Facilities                      | 0.00        | NA    | 4            | NA   |             | NA     | 0           | 0.000 |       |       |
| PR-5-02-5000                       | % Orders Held for Facilities >15 Days                  | 0.00        | NA    | 4            | NA   |             | NA     | 0           | 0.000 |       |       |
| PR-6-01-5000                       | % Installation Troubles w/in 30 Days                   | 0.00        | NA    | 4            | NA   |             | NA     | 0           | 0.000 |       |       |
| PR-8-01-5000                       | % Open Orders in a Hold Status >30 Days                | 25.00       | 0.00  | 4            | 0    | 0.00        | SS     | 0           | 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 | 0           | 60    | 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   |           |   | PRELIM          |            |            |            |            |                | Apr-2015     |                 |
|----------------------------|-----------|---|-----------------|------------|------------|------------|------------|----------------|--------------|-----------------|
| 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 - 2Wdg-UNE/Resl              | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-04   | %OT LSRC - No Facility Check - 2WxDSL Loops               | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-04   | %OT LSRC - No Facility Check - Ln Share/Spit              | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-12   | % On Time FOC   | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-13   | % On Time Design Layout Record                            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-19   | % OT Resp. -Req. for Inbound Aug. (<=192)                 | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-2-04   | %OT LSR Rej - No Facility Check - 2Wdg-UNE/Resl           | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-2-04   | %OT LSR Rej - No Facility Check - 2WxDSL Loops            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-2-04   | %OT LSR Rej - No Facility Check - Ln Share/Spit           | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-4-16   | % On Time PCN - 1 Bus. Day                                | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-04   | %OT LSRC - No Facility Check - All Specs-UNE/Resl         | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-1-06   | %OT LSRC/ASRC - Facility Check - All Specs-UNE/Resl       | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-2-04   | %OT LSR Rej - No Facility Check - UNE/Resale              | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | OR-2-08   | %OT LSR/ASR Rej - Facility Check - UNE/Resale             | -               | -          | -          | -          | -          | -              | -            | -               |
| <b>PROVISIONING</b>        |           |   |                 |            |            |            |            |                |              |                 |
| 3                          |           | <b>Installation Performance</b>                           | \$35,102        | \$0        | \$0        | \$0        | \$0        | \$6,637        |              | \$11,639        |
|                            | PR-3-01   | % Completed in 1 Day (1-5 lines No Disp.)                 | 3,771           | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-02   | Average Delay Days - Total                                | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-02   | Average Delay Days - Total - 2W Digital                   | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-02   | Average Delay Days - Total - 2WxDSL Loop                  | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-02   | Average Delay Days - Total - Line Share/Spit              | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-04   | Missed Appointments - Dispatch                            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-04   | Missed Appnts - Disp - 2W Digital-UNE/Resale              | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-04   | Missed Appnts - Disp - Line Share/Spit                    | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-05   | Missed Appointments - No Dispatch                         | 19,727          | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-05   | % Missed Appt -No Disp -2W Digital -UNE/Resale            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-05   | % Missed Appt -No Disp -Line Share/Spit                   | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-14   | % Completed On Time - 2WxDSL Loops                        | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-15   | % On Time Provisioning - Trunks                           | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-6-01   | Installation Troubles w/in 30 Days                        | 11,604          | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-6-01   | % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-6-01   | % Install Trbls w/in 30 Days -2WxDSL Loops                | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-6-01   | % Install Trbls w/in 30 Days -Line Share/Spit             | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-4-01   | % Missed Appointment -FP -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             | -               | -          | -          | -          | -          | 3,424          | -            | -               |
|                            | PR-5-02   | % Orders Held for Facilities > 15 days -UNE/Resale        | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | PR-6-01   | % Installation Troubles within 30 days -UNE/Resale        | -               | -          | -          | -          | -          | 3,113          | -            | -               |
|                            | 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>Hot Cut Performance</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                  | -               | -          | -          | -          | -          | -              | -            | -               |
| <b>MAINTENANCE</b>         |           |   |                 |            |            |            |            |                |              |                 |
| 6                          |           | <b>Maintenance Performance</b>                            | \$ -            | \$0        | \$0        | \$0        | \$0        | \$0            | \$0          | \$0             |
|                            | MR-3-01   | Missed Repair Appointments - Loop - Bus.                  | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-3-01   | Missed Repair Appointments - Loop - Res.                  | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-3-01   | Missed Repair Appointments - Loop                         | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-3-01   | % Missed Repr Appt -Loop-2W Digt-UNE/Resale               | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-3-01   | % Missed Repr Appt -Loop -2WxDSL Loops                    | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-3-01   | % Missed Repair Appt -Loop -Line Share/Spit               | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-3-02   | % Missed Repair Appointment -CO -2WxDSL Loops             | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-03   | Mean Time To Repair -CO -2WxDSL Loops                     | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-04   | % Cleared(all trbls) w/in 24hrs-2W Digt-UNE/Resale        | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-04   | % Cleared (all trbls) w/in 24hrs-2WxDSL Loops             | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-04   | % Cleared (all troubles) w/in 24 Hours -Line Share/Spit   | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-03   | Out of Service >24Hrs. - Bus.                             | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-03   | Out of Service >24Hrs. - Res.                             | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-03   | Out of Service >24Hrs. - Total                            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-5-01   | % Repeat Reports 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/Spit            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-01   | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale            | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-01   | Mean Time to Repair - DS1 & DS3 -UNE/Resale               | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-06   | % Out of Service >4 Hrs - nonDS0 & DS0 -UNE/Resale        | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-03   | % Out of Service >24 Hrs - nonDS0 & DS0 -UNE/Resale       | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-06   | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale        | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-4-03   | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale       | -               | -          | -          | -          | -          | -              | -            | -               |
|                            | MR-5-01   | % Repeat Reports w/in 30 days -Specials -UNE/Resale       | -               | -          | -          | -          | -          | -              | -            | -               |
| <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>                                 |                 |            |            |            |            |                | \$630        | \$630           |
|                            | 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 Acknowledgd w/ 2 Bus Days           | -               | -          | -          | -          | -          | -              | 630          | -               |
|                            | BI-3-05   | %CLEC Billing Claims Ret'd w/in 28 Cal. Days after Ack.   | -               | -          | -          | -          | -          | -              | -            | -               |
| <b>Month Total</b>         |           |   | <b>\$35,102</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$6,637</b> | <b>\$630</b> | <b>\$42,269</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         | 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:  | 91.66      | 935       | -1          | 2    |    |
| BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after | 100.00     | 3,560     | 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 | 100.00     | 6         | 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     | 10        | 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            | 15.87 | 16.67 | 63       | 6            | 15.61       | -0.70       | 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          | 0.00  | NA    | 3        | NA           | NA          | NA          | 0    |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale               | 6.30  | 1.00  | 10       | 1            | 4.55        | 25.48       | SS   |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale        | 12.77 | 16.67 | 47       | 6            | 14.47       | -0.94       | -1   |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale   | 4.26  | 0.00  | 47       | 6            | 8.75        | 0.79        | 0    |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale   | 1.79  | 16.67 | 56       | 6            | 5.69        | -5.00       | -2   |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | 28.79 | 0.00  | 66       | 6            | 19.31       | 1.05        | 0    |
| PR-4-01-3510 | % Missed Appointment - FP - Total - EEL              | 15.87 | NA    | 63       | NA           | NA          | NA          | NA   |
| PR-4-02-3510 | Average Delay Days - Total - EEL                     | 6.30  | NA    | 10       | NA           | 4.55        | NA          | NA   |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL         | 34.92 | NA    | 63       | NA           | NA          | NA          | NA   |
| PR-4-01-3530 | % Missed Appointment - FP - Total - IOF              | NA    | NA    | NA       | NA           | NA          | NA          | NA   |
| PR-4-02-3530 | Average Delay Days - IOF                             | NA    | NA    | NA       | NA           | 0.00        | NA          | NA   |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF         | NA    | NA    | NA       | NA           | NA          | NA          | NA   |

| MR           | Maintenance & Repair                                   | FP    | FP    | Std Dev. | Sample Error | Stat. Score | Perf. Score | Wgt.  |     |
|--------------|--|-------|-------|----------|--------------|-------------|-------------|-------|-----|
| MR-4-01-1216 | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale         | 10.33 | 38.03 | 14       | 4            | 9.17        | 17.25       | SS    |     |
| MR-4-01-1217 | Mean Time to Repair - DS1 & DS3 -UNE/Resale            | 7.46  | 6.02  | 122      | 28           | 14.21       | 5.51        | 0.37  |     |
| MR-4-06-1216 | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale  | NA    | NA    | NA       | NA           | NA          | NA          | NA    |     |
| MR-4-08-1216 | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | NA    | NA    | NA       | NA           | NA          | NA          | NA    |     |
| MR-4-06-1217 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale     | NA    | NA    | NA       | NA           | NA          | NA          | NA    |     |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale    | NA    | NA    | NA       | NA           | NA          | NA          | NA    |     |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale              | 23.53 | 28.13 | 136      | 32           | 8.33        | -0.78       | 0     |     |
|              |  |       |       |          |              |             |             | Total | 110 |

"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

Apr-2015

|              |   | % On Time | Observations | Market Adj. |
|--------------|---|-----------|--------------|-------------|
| OR-1-04-3320 | % OT LSRC - No Facility Check - POTS      | 97.60     | 917          | \$ -        |
| OR-1-06-3320 | % OT LSRC/ASRC - Facility Check - POTS    | 100.00    | 26           | \$ -        |
| OR-2-04-3320 | % OT LSR Rej.- No Facility Check - POTS   | 100.00    | 415          | \$ -        |
| OR-2-06-3320 | % OT LSR/ASR Rej. - Facility Check - POTS | 100.00    | 19           | \$ -        |

|                          |             |
|--------------------------|-------------|
| <b>Total Market Adj*</b> | <b>\$ -</b> |
|--------------------------|-------------|

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

|                         |        |      |
|-------------------------|--------|------|
| UNE Platform allocation | 40.00% | \$ - |
| UNE Loop allocation     | 60.00% | \$ - |

Special Provision - UNE Flow Through

| OR-5-01-3140 % Flow-Through Total-UNE POTS Platform |       |                         |           | OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform |       |                         |           |
|---|-------|-------------------------|-----------|--|-------|-------------------------|-----------|
| Month   | %     | Observations<br>Gross # | Flow-thru | Month  | %     | Observations<br>Gross # | Flow-thru |
| FEB-2015  | 57.69 | 182                     | 105       | FEB-2015   | 75.00 | 100                     | 75        |
| MAR-2015  | 60.54 | 223                     | 136       | MAR-2015   | 83.17 | 101                     | 84        |
| APR-2015  | 70.48 | 332                     | 234       | APR-2015   | 78.95 | 209                     | 166       |
| Overall   | 64.31 | 737                     | 474       | Overall  | 79.02 | 410                     | 324       |

|                     |                      |
|---------------------|----------------------|
| Market Adjustment * | Calculated Quarterly |
|---------------------|----------------------|

| OR-5-01-3112 % Flow-Through Total-UNE POTS Loop |       |                         |           | OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop |       |                         |           |
|---|-------|-------------------------|-----------|--|-------|-------------------------|-----------|
| Month   | %     | Observations<br>Gross # | Flow-thru | Month  | %     | Observations<br>Gross # | Flow-thru |
| FEB-2015  | 74.57 | 173                     | 129       | FEB-2015   | 91.67 | 60                      | 55        |
| MAR-2015  | 83.67 | 196                     | 164       | MAR-2015   | 92.68 | 82                      | 76        |
| APR-2015  | 91.43 | 175                     | 160       | APR-2015   | 98.21 | 56                      | 55        |
| Overall   | 83.27 | 544                     | 453       | Overall  | 93.94 | 198                     | 186       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

| OR-5-01-3121 % Flow-Through Total-UNE Other |       |                         |           | OR-5-03-3121 % Flow-Through Achieved-UNE Other |       |                         |           |
|---|-------|-------------------------|-----------|--|-------|-------------------------|-----------|
| Month                                       | %     | Observations<br>Gross # | Flow-thru | Month  | %     | Observations<br>Gross # | Flow-thru |
| FEB-2015                                    | 82.48 | 759                     | 626       | FEB-2015                                       | 88.18 | 692                     | 622       |
| MAR-2015                                    | 87.20 | 828                     | 722       | MAR-2015                                       | 88.94 | 714                     | 635       |
| APR-2015                                    | 91.15 | 904                     | 824       | APR-2015                                       | 92.15 | 790                     | 728       |
| Overall                                     | 87.19 | 2,491                   | 2,172     | Overall  | 89.93 | 2,096                   | 1,885     |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

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

Special Provision - Hot Cut - Loop Performance

|              |   | Current Month<br>CLEC Performance | Current Month<br>CLEC Observations | Prior Month<br>CLEC Performance | Prior Month<br>CLEC Observations |
|--------------|---|-----------------------------------|------------------------------------|---------------------------------|----------------------------------|
| PR-9-01-3520 | % On Time Performance-Loop-Basic Hot Cut            | 100.00                            | 4                                  | 100.00                          | 20                               |
| 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                              | 49                                 | 0.00                            | 100                              |
| PR-6-02-3523 | % Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut   | NA                                |                                    | NA                              |                                  |
| PR-6-02-3525 | % Installtn Trbls w/in 7 days-Loop-Batch Hot Cut    | NA                                |                                    | NA                              |                                  |
|              |   | Performance                       | Observations                       | Performance                     | Observations                     |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC | NA                                |                                    | NA                              |                                  |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP   | 11.34                             | 83                                 | 18.41                           | 98                               |
|              |   | VZ Std. Dev.                      | Stat Score                         | VZ Std. Dev.                    | Stat Score                       |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC      | 0.00                              |                                    | 0.00                            |                                  |
|              |   | Greater of -                      | Tier II (2 mo) or                  | Tier III (1mo)                  | Total                            |
|              | Market Adjustment for PR-6-02-3520 / PR-9-01-3520*  | \$ -                              | \$ -                               | \$ -                            | \$ -                             |
|              | 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 |  | \$ - |
|--|----|--|------|

|                                    | % Test Deck Wgt. Failure | Test Deck Wgt. |    |   |
|------------------------------------|--------------------------|----------------|----|---|
| PO-6-01-6000 % Software Validation | R3                       | R3             | \$ | - |

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

|   |    |  |    |   |
|---|----|--|----|---|
| PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions<br>Transactions failed, no workaround | R3 |  | \$ | - |
|---|----|--|----|---|

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary PRELIM

Apr-2015

|                                       | <u>Weighted<br/>Score</u> | <u>Market<br/>Adjustment</u> |                   |
|---------------------------------------|---------------------------|------------------------------|-------------------|
| <b>MODE OF ENTRY</b>                  |                           |                              |                   |
| Unbundled Network Elements - Platform | -0.290                    | \$ 60,779                    |                   |
| Unbundled Network Elements - Loop     | 0.000                     | \$ -                         |                   |
| Resale                                | -0.247                    | \$ 11,411                    |                   |
| Digital Subscriber Lines              | 0.000                     | \$ -                         |                   |
| Trunks                                | 0.000                     | \$ -                         |                   |
| <b>Mode of Entry Total</b>            |                           |                              | <b>\$ 72,190</b>  |
| <b># CRITICAL MEASURES</b>            |                           |                              |                   |
| 1 OSS Interface                       |                           | \$ -                         |                   |
| 2 % On Time Ordering Notification     |                           | \$ -                         |                   |
| 3 Installation Performance            |                           | \$ 41,639                    |                   |
| 4 % On Time Performance - LNP         |                           | \$ -                         |                   |
| 5 Hot Cut Performance                 |                           | \$ -                         |                   |
| 6 Maintenance Performance             |                           | \$ -                         |                   |
| 7 Final Trunk Groups Blocked          |                           | \$ -                         |                   |
| 8 Collocation                         |                           | \$ -                         |                   |
| 9 Resolution Processes                |                           | \$ 630                       |                   |
| <b>Critical Measure Total</b>         |                           |                              | <b>\$ 42,269</b>  |
| <b>Individual Rule Payments:</b>      |                           |                              | <b>\$ 4,855</b>   |
| <b>SPECIAL PROVISIONS</b>             |                           |                              |                   |
| UNE Ordering                          |                           | \$ -                         |                   |
| UNE Flow Through                      |                           | \$ -                         |                   |
| UNE Hot Cut Loop                      |                           | \$ -                         |                   |
| <b>Special Provision Total</b>        |                           |                              | <b>\$ -</b>       |
| <b>CHANGE CONTROL</b>                 |                           |                              | <b>\$ -</b>       |
| <b>Grand Total</b>                    |                           |                              | <b>\$ 119,314</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

Apr-2015

| PO                                 | Pre-Ordering  | Performance |        | Observations |         | FP Std Deviation | Sampling Error | 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          | 3.42   |              | 1,356   |                  |                | 3.4204  | 0           | 2      | 0.000       | 0.000                    |
| PO-1-03-6050                       | Address Validation - Web GUI                          | NA          | 4.06   |              | 461     |                  |                | 4.0607  | 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>                 |   |             |        |              |         |                  |                |         |             |        | <b>Wgt.</b> |                          |
| OR-1-02-3140                       | % On Time LSRC - Flow Through - Platform - 2hrs       |             | 97.58  |              | 185     |                  |                |         | 0           | 10     | 0.000       | 0.000                    |
| OR-2-02-3140                       | % On Time LSR Reject - Flow Through - Platform        |             | NA     |              | NA      |                  |                |         | NA          | 0      | NA          | 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             |             | 78.95  |              | 209     |                  |                |         | -2          | 5      | -0.048      | -0.161                   |
| OR-6-03-3140                       | % Accuracy - LSRC - Platform                          |             | 3.36   |              | 119     |                  |                |         | 0           | 5      | 0.000       | 0.000                    |
| OR-1-04-3140                       | % OT LSRC - No Facility Check - Platform              |             | 95.97  |              | 149     |                  |                |         | 0           | 5      | 0.000       | 0.000                    |
| OR-1-06-3140                       | % OT LSRC/ASRC - Facility Check - Platform            |             | 100.00 |              | 12      |                  |                |         | 0           | 2      | 0.000       | 0.000                    |
| OR-2-04-3140                       | % OT LSR Rej.- No Facility Check - Platform           |             | 100.00 |              | 205     |                  |                |         | 0           | 2      | 0.000       | 0.000                    |
| OR-2-06-3140                       | % OT LSR/ASR Rej. - Facility Check - Platform         |             | 100.00 |              | 11      |                  |                |         | 0           | 2      | 0.000       | 0.000                    |
| <b>PR Provisioning</b>             |   |             |        |              |         |                  |                |         |             |        | <b>Wgt.</b> |                          |
| PR-3-01-3140                       | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 80.83       | 71.43  | 939          | 7       | 14.93            | -1.1056        | -1      | 5           | -0.024 | -0.036      |                          |
| PR-4-05-3140                       | % Missed Appointment- FP - No Dispatch - Platform     | 1.23        | 2.33   | 2,835        | 129     | 0.99             | -1.3999        | -1      | 20          | -0.097 | -0.143      |                          |
| PR-4-04-3140                       | % Missed Appointment - FP - Dispatch - Platform       | 8.98        | 0.00   | 334          | 25      | 5.93             | 1.2581         | 0       | 10          | 0.000  | 0.000       |                          |
| PR-4-02-3100                       | Average Delay Days - Total - POTS                     | 1.86        | 1.00   | 65           | 3       | 1.84             | 1.09           | SS      | NA          | 15     | NA          | 0.000                    |
| PR-5-01-3140                       | % Missed Appointment - Facilities - Platform          | 0.60        | 0.00   | 334          | 25      | 1.60             | 1.1049         | 0       | 5           | 0.000  | 0.000       |                          |
| PR-5-02-3140                       | % Orders Held for Facilities > 15 days - Platform     | 0.30        | 0.00   | 334          | 25      | 1.13             | 1.4785         | 0       | 5           | 0.000  | 0.000       |                          |
| PR-6-01-3140                       | % Installation Troubles within 30 days - Platform     | 4.53        | 12.22  | 90           |         | 2.25             | -3.0702        | -2      | 10          | -0.097 | -0.143      |                          |
| <b>MR Maintenance &amp; Repair</b> |   |             |        |              |         |                  |                |         |             |        | <b>Wgt.</b> |                          |
| MR-1-01-6050                       | Average Response Time - Create Trouble                | 1.43        | 4.49   |              | 1,870   |                  | 3.0566         | 0       | 2           | 0.000  | 0.000       |                          |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)      | NA          | 49.62  |              | 375     |                  | 49.6160        | NA      | 0           | NA     | 0.000       |                          |
| <b>Stat Score</b>                  |   |             |        |              |         |                  |                |         |             |        | <b>Wgt.</b> |                          |
| MR-3-01-3144                       | % Missed Repair Appointments - Loop - Platform - Bus  | 17.29       | 18.52  | 376          | 54      | 5.50             | -0.4401        | 0       | 10          | 0.000  | 0.000       |                          |
| MR-3-02-3144                       | % Missed Repair Appointments - CO - Platform - Bus    | 19.77       | 0.00   | 86           | 14      | 11.48            | 1.5560         | 0       | 10          | 0.000  | 0.000       |                          |
| MR-4-02-3144                       | Mean Time to Repair - Loop Trouble - Platform - Bus   | 10.96       | 12.16  | 373          | 54      | 12.36            | 1.80           | -0.6666 | 0           | 5      | 0.000       | 0.000                    |
| MR-4-03-3144                       | Mean Time to Repair - CO Trouble - Platform - Bus     | 12.77       | 6.77   | 86           | 14      | 24.16            | 6.96           | 1.0839  | 0           | 5      | 0.000       | 0.000                    |
| MR-4-06-3144                       | % Out of Service >4 Hours - Platform - Bus            | 61.64       | 68.75  | 232          | 32      |                  | 9.17           | -0.9730 | -1          | 5      | -0.024      | -0.029                   |
| MR-4-07-3144                       | % Out of Service >12 Hours - Platform - Bus           | 36.64       | 37.50  | 232          | 32      |                  | 9.09           | -0.3020 | 0           | 5      | 0.000       | 0.000                    |
| MR-4-08-3144                       | % Out of Service > 24 Hours - Platform - Bus          | 5.60        | 0.00   | 232          | 32      |                  | 4.34           | 0.9203  | 0           | 5      | 0.000       | 0.000                    |
| MR-3-01-3145                       | % Missed Repair Appointments - Loop -Platform - Res   | 15.09       | 0.00   | 1,597        | 11      | 10.83            | 0.9677         | 0       | 10          | 0.000  | 0.000       |                          |
| MR-3-02-3145                       | % Missed Repair Appointments - CO - Platform - Res    | 17.97       | NA     | 128          | NA      |                  | NA             | NA      | 0           | NA     | 0.000       |                          |
| MR-4-02-3145                       | Mean Time to Repair - Loop Trouble - Platform - Res   | 18.88       | 13.19  | 1,597        | 11      | 17.38            | 5.26           | 1.2024  | 0           | 5      | 0.000       | 0.000                    |
| MR-4-03-3145                       | Mean Time to Repair - CO Trouble - Platform - Res     | 19.02       | NA     | 128          | NA      | 26.89            |                | NA      | NA          | 0      | NA          | 0.000                    |
| MR-4-06-3145                       | % Out of Service >4 Hours - Platform - Res            | 80.94       | 50.00  | 1,044        | 2       |                  | 27.80          | SS      | NA          | 5      | NA          | 0.000                    |
| MR-4-07-3145                       | % Out of Service >12 Hours - Platform - Res           | 59.00       | 0.00   | 1,044        | 2       |                  | 34.81          | SS      | 0           | 5      | 0.000       | 0.000                    |
| MR-4-08-3145                       | % Out of Service > 24 Hours - Platform - Res          | 25.19       | 0.00   | 1,044        | 2       |                  | 30.73          | SS      | 0           | 5      | 0.000       | 0.000                    |
| MR-5-01-3140                       | % Repeat Reports w/in 30 days - Platform              | 15.71       | 5.06   | 2,184        | 79      | 4.17             | 2.6684         | 0       | 10          | 0.000  | 0.000       |                          |
| <b>BI Billing</b>                  |   |             |        |              |         |                  |                |         |             |        | <b>Wgt.</b> |                          |
| BI-1-02-1000                       | % DUF in 4 Business Days                              |             | 100.00 |              | 207,370 |                  |                |         | 0           | 5      | 0.000       |                          |
|                                    |   |             |        |              |         |                  |                |         | Totals      | -7     | 207         | -0.290                   |

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

Fair Point New Hampshire FINAL  
Performance Assurance Plan Report

UNE LOOP

Apr-2015

| 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  |                          |       |       |
| 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          | 3.42   |              | 1,356 |       | 3.4204 | 0      | 2      | 0.000  | 0.000                    |       |       |
| PO-1-03-6050                       | Address Validation - Web GUI                       | NA          | 4.06   |              | 461   |       | 4.0607 | 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-1-02-3331                       | % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs        |             | 99.45  |              | 362   |       |        | 0      | 10     | 0.000  | 0.000                    |       |       |
| OR-2-02-3331                       | % On Time LSR Reject - Flow Thru - Loop/Pre-Qual   |             | 100.00 |              | 7     |       |        | 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              |             | 98.21  |              | 56    |       |        | 0      | 5      | 0.000  | 0.000                    |       |       |
| OR-6-03-3331                       | % Accuracy - LSRC - Loop                           |             | 4.94   |              | 385   |       |        | 0      | 5      | 0.000  | 0.000                    |       |       |
| OR-1-04-3331                       | % OT LSRC - No Facility Check - Loop/LNP           |             | 97.92  |              | 768   |       |        | 0      | 5      | 0.000  | 0.000                    |       |       |
| OR-1-06-3331                       | % OT LSRC/ASRC - Facility Check - Loop/LNP         |             | 100.00 |              | 13    |       |        | 0      | 2      | 0.000  | 0.000                    |       |       |
| OR-2-04-3331                       | % OT LSR Rej - No Facility Check - Loop/LNP        |             | 100.00 |              | 210   |       |        | 0      | 2      | 0.000  | 0.000                    |       |       |
| OR-2-06-3331                       | % OT LSR/ASR Rej - Facility Check - Loop/LNP       |             | 100.00 |              | 8     |       |        | 0      | 2      | 0.000  | 0.000                    |       |       |
| <b>PR Provisioning</b>             |  |             |        |              |       |       |        |        |        |        |                          |       |       |
| PR-4-02-3100                       | Average Delay Days - Total - POTS                  | 1.86        | 1.00   | 65           | 3     | 1.84  | 1.09   | SS     | NA     | 5      | NA                       | 0.000 |       |
| PR-4-04-3113                       | % Missed Appointment - FP - Dispatch - Loop-New    | 9.01        | 0.00   | 333          | 22    |       | 6.30   | 1.1047 | 0      | 20     | 0.000                    | 0.000 |       |
| PR-5-01-3112                       | % Missed Appointment - Facilities - Loop           | 0.60        | 0.00   | 334          | 23    |       | 1.66   | 1.1510 | 0      | 5      | 0.000                    | 0.000 |       |
| PR-5-02-3112                       | % Orders Held for Facilities > 15 days - Loop      | 0.30        | 0.00   | 334          | 23    |       | 1.18   | 1.5186 | 0      | 5      | 0.000                    | 0.000 |       |
| PR-6-01-3113                       | % Installation Troubles within 30 days - Loop New  | 12.90       | 3.70   | 442          | 27    |       | 6.64   | 1.1333 | 0      | 10     | 0.000                    | 0.000 |       |
| PR-6-02-3520                       | % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut  |             | 0.00   |              | 49    |       |        |        | 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 |              | 4     |       |        |        | 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             | 1.43        | 4.49   |              | 1,870 |       |        |        | 3.0566 | 0      | 2                        | 0.000 | 0.000 |
| MR-3-01-3112                       | % Missed Repair Appointments - Loop - Loop         | 15.51       | 6.15   | 1,973        | 65    |       | 4.56   | 2.0303 | 0      | 10     | 0.000                    | 0.000 |       |
| MR-4-02-3112                       | Mean Time to Repair - Loop Trouble - Loop          | 17.22       | 7.17   | 1,970        | 65    | 16.77 | 2.11   | 5.0000 | 0      | 5      | 0.000                    | 0.000 |       |
| MR-4-07-3112                       | % Out of Service > 12 Hours - Loop                 | 55.58       | 21.62  | 1,218        | 37    |       | 8.29   | 3.9771 | 0      | 5      | 0.000                    | 0.000 |       |
| MR-4-08-3112                       | % Out of Service > 24 Hours - Loop                 | 21.67       | 2.70   | 1,218        | 37    |       | 6.88   | 2.9685 | 0      | 5      | 0.000                    | 0.000 |       |
| MR-5-01-3112                       | % Repeat Reports w/in 30 days - Loop               | 15.71       | 8.82   | 2,184        | 68    |       | 4.48   | 1.4171 | 0      | 10     | 0.000                    | 0.000 |       |
| MR-3-02-3112                       | % Missed Repair Appointments - CO - Loop           | 12.70       | 33.33  | 63           | 3     |       | 19.68  | SS     | NA     | 10     | NA                       | 0.000 |       |
| MR-4-03-3112                       | Mean Time to Repair - CO Trouble - Loop            | 13.72       | 7.52   | 63           | 3     | 18.72 | 11.06  | SS     | NA     | 5      | NA                       | 0.000 |       |
|                                    |  |             |        |              |       |       |        |        |        | Totals | 0                        | 167   | 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  
Performance Assurance Plan Report

FINAL

RESALE

Apr-2015

| 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          | 3.42   |              | 1,356   |       | 3.4204      | 0       | 2           | 0.000                    |        |        |
| PO-1-03-6050                       | Address Validation - Web GUI                                | NA          | 4.06   |              | 461     |       | 4.0607      | 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 |             | 66.67  |              | 3       |       | NA          | 0       | NA          | 0.000                    |        |        |
| OR-2-02-2320                       | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex  |             | NA     |              | NA      |       | NA          | 0       | NA          | 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                            |             | 60.00  |              | 5       |       | -1          | 10      | -0.055      | -0.161                   |        |        |
| OR-6-03-2000                       | % Accuracy - LSRC   |             | 13.33  |              | 45      |       | -2          | 10      | -0.110      | -0.323                   |        |        |
| OR-1-04-2320                       | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx         |             | 92.86  |              | 56      |       | 0           | 5       | 0.000       | 0.000                    |        |        |
| 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      |             | 100.00 |              | 38      |       | 0           | 2       | 0.000       | 0.000                    |        |        |
| OR-2-06-2320                       | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx     |             | 100.00 |              | 3       |       | 0           | 2       | 0.000       | 0.000                    |        |        |
| <b>PR Provisioning</b>             |   |             |        |              |         |       |             |         |             |                          |        |        |
| PR-3-01-2100                       | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total     | 80.83       | 100.00 | 939          | 1       |       | 39.38       | SS      | 0           | 5                        | 0.000  | 0.000  |
| PR-4-05-2100                       | % Missed Appointment- FP - No Dispatch - POTS               | 1.23        | 0.00   | 2,835        | 21      |       | 2.42        | 0.7427  | 0           | 20                       | 0.000  | 0.000  |
| PR-4-04-2100                       | % Missed Appointment - FP - Dispatch - POTS                 | 8.98        | 25.00  | 334          | 4       |       | 14.38       | SS      | NA          | 10                       | NA     | 0.000  |
| PR-4-02-2100                       | Average Delay Days - Total - POTS                           | 1.86        | 2.00   | 65           | 1       | 1.84  | 1.86        | SS      | NA          | 15                       | NA     | 0.000  |
| PR-5-01-2100                       | % Missed Appointment - Facilities - POTS                    | 0.60        | 0.00   | 334          | 4       |       | 3.88        | SS      | 0           | 5                        | 0.000  | 0.000  |
| PR-5-02-2100                       | % Orders Held for Facilities > 15 days - POTS               | 0.30        | 0.00   | 334          | 4       |       | 2.75        | SS      | 0           | 5                        | 0.000  | 0.000  |
| PR-6-01-2100                       | % Installation Troubles within 30 days - POTS               | 4.63        | 0.00   | 1,767        | 23      |       | 4.36        | 0.3933  | 0           | 15                       | 0.000  | 0.000  |
| <b>MR Maintenance &amp; Repair</b> |   |             |        |              |         |       |             |         |             |                          |        |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                      | 1.43        | 4.49   |              | 1,870   |       |             | 3.0566  | 0           | 2                        | 0.000  | 0.000  |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)            | NA          | 49.62  |              | 375     |       |             | 49.6160 | NA          | 0                        | NA     | 0.000  |
| <b>Stat Score</b>                  |   |             |        |              |         |       |             |         |             |                          |        |        |
| MR-3-01-2110                       | % Missed Repair Appointments - Loop - Bus.                  | 17.29       | 18.18  | 376          | 11      |       | 11.57       | -0.5450 | 0           | 10                       | 0.000  | 0.000  |
| MR-3-02-2110                       | % Missed Repair Appointments - CO - Bus.                    | 19.77       | 0.00   | 86           | 7       |       | 15.65       | 0.7363  | 0           | 10                       | 0.000  | 0.000  |
| MR-4-02-2110                       | Mean Time To Repair - Loop Trouble - Bus.                   | 10.96       | 24.08  | 373          | 11      | 12.36 | 3.78        | -2.5972 | -2          | 5                        | -0.055 | -0.088 |
| MR-4-03-2110                       | Mean Time To Repair - CO Trouble - Bus.                     | 12.77       | 1.43   | 86           | 7       | 24.16 | 9.50        | 3.0357  | 0           | 5                        | 0.000  | 0.000  |
| MR-4-06-2110                       | % Out of Service > 4 Hours - POTS - Bus                     | 61.64       | 100.00 | 232          | 5       |       | 21.98       | SS      | NA          | 5                        | NA     | 0.000  |
| MR-4-07-2110                       | % Out of Service > 12 Hours - POTS - Bus.                   | 36.64       | 100.00 | 232          | 5       |       | 21.78       | SS      | NA          | 5                        | NA     | 0.000  |
| MR-4-08-2110                       | % Out of Service > 24 Hours - POTS - Bus.                   | 5.60        | 20.00  | 232          | 5       |       | 10.40       | SS      | NA          | 5                        | NA     | 0.000  |
| MR-3-01-2120                       | % Missed Repair Appointments - Loop - Res.                  | 15.09       | NA     | 1,597        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-3-02-2120                       | % Missed Repair Appointments - CO - Res.                    | 17.97       | NA     | 128          | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-02-2120                       | Mean Time To Repair - Loop Trouble - Res.                   | 18.88       | NA     | 1,597        | NA      | 17.38 |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-03-2120                       | Mean Time to Repair - CO Trouble - Res.                     | 19.02       | NA     | 128          | NA      | 26.89 |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-06-2120                       | % Out of Service > 4 Hours - POTS - Res.                    | 80.94       | NA     | 1,044        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-07-2120                       | % Out of Service > 12 Hours - POTS - Res.                   | 59.00       | NA     | 1,044        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-4-08-2120                       | % Out of Service > 24 Hours - POTS - Res.                   | 25.19       | NA     | 1,044        | NA      |       |             | NA      | NA          | 0                        | NA     | 0.000  |
| MR-5-01-2100                       | % Repeat Reports w/in 30 days - POTS                        | 15.71       | 16.67  | 2,184        | 18      |       | 8.61        | -0.4957 | 0           | 10                       | 0.000  | 0.000  |
| <b>BI Billing</b>                  |   |             |        |              |         |       |             |         |             |                          |        |        |
| BI-1-02-1000                       | % DUF in 4 Business Days                                    |             | 100.00 |              | 207,370 |       |             |         | 0           | 5                        | 0.000  |        |
|                                    |   |             |        |              |         |       |             | Totals  | -5          | 182                      | -0.220 |        |

"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

DSL

Apr-2015

| PO                                 | Pre-Ordering   | Performance |        | Observations |       | Diff. | Perf. Score | Wgt    | Wgtd 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          | 4.53   |              | 283   |       | 4.5265      | 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                         |             | 100.00 |              | 3     |       | 0           | 2      | 0.000      | 0.000                    |       |
| <b>OR Ordering</b>                 |  |             |        |              |       |       |             |        |            |                          |       |
| OR-1-04-1341                       | % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale    |             | 100.00 |              | 3     |       | 0           | 2      | 0.000      | 0.000                    |       |
| OR-1-06-1341                       | % OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale       |             | 100.00 |              | 1     |       | 0           | 2      | 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             |             | 100.00 |              | 23    |       | 0           | 5      | 0.000      | 0.000                    |       |
| OR-1-06-3342                       | % On Time LSRC/ASRC - Facility Check - 2W xDSL Loops           |             | 100.00 |              | 1     |       | 0           | 5      | 0.000      | 0.000                    |       |
| OR-2-04-3342                       | % OT LSR Rej - No Facility Check - 2W xDSL Loops               |             | 100.00 |              | 10    |       | 0           | 2      | 0.000      | 0.000                    |       |
| OR-2-06-3342                       | % On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops         |             | 100.00 |              | 1     |       | 0           | 2      | 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>             |  |             |        |              |       |       |             |        |            |                          |       |
|                                    |  | FP          | CLEC   | FP           | CLEC  |       | Stat Score  |        |            |                          |       |
| PR-4-02-1341                       | Average Delay Days -Total -2W Digital -UNE/Resale              | NA          | 1.00   | NA           | 1     | 0.00  | 1.00        | SS     | NA         | 2                        |       |
| PR-4-04-1341                       | % Missed Appointment -Dispatch -2W Digital -UNE/Resale         | 0.00        | 100.00 | 1            | 1     | 0.00  | 0.00        | SS     | NA         | 2                        |       |
| PR-4-05-1341                       | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale      | NA          | 0.00   | NA           | 1     | 1.00  | 1.00        | SS     | 0          | 2                        |       |
| PR-6-01-1341                       | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale       | 0.00        | 0.00   | 3            | 6     | 0.00  | 0.00        | SS     | 0          | 2                        |       |
| PR-8-01-1341                       | % Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale  | 800.00      | 50.00  | 1            | 2     | 0.00  | 0.00        | SS     | NA         | 2                        |       |
| PR-3-10-3342                       | % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops              |             | 100.00 |              | 10    |       |             | 0      | 10         | 0.000                    |       |
| PR-4-02-3342                       | Average Delay Days -Total -2W xDSL Loops                       | NA          | NA     | NA           | NA    | 0.00  |             | NA     | NA         | 10                       |       |
| PR-4-14-3342                       | % Completed On Time -2W xDSL Loops                             |             | 100.00 |              | 13    |       |             | 0      | 10         | 0.000                    |       |
| PR-8-01-3342                       | % Installation Troubles w/in 30 Days -2W xDSL Loops            | 12.90       | 6.25   | 442          | 16    | 8.53  | 0.3164      | 0      | 15         | 0.000                    |       |
| PR-8-01-3342                       | % Open Orders in Hold Status >30 Days -2W xDSL Loops           | 0.00        | 0.00   |              | 13    | 13.00 | SS          | 0      | 5          | 0.000                    |       |
| PR-3-10-3340                       | % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split  |             | NA     |              | NA    |       |             | NA     | 0          | 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                    |       |
| PR-4-02-3340                       | Average Delay Days -Total -Line Share/Split                    | NA          | NA     | NA           | NA    | 0.00  |             | NA     | NA         | 0                        |       |
| PR-4-04-3340                       | % Missed Appointment -Dispatch -Line Share/Split               | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| PR-4-05-3340                       | % Missed Appointment -No Dispatch -Line Share/Split            | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| PR-6-01-3340                       | % Installation Troubles w/in 30 Days -Line Share/Split         | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| PR-8-01-3340                       | % Open Orders in Hold Status >30 Days -Line Share/Split        | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| <b>MR Maintenance &amp; Repair</b> |  |             |        |              |       |       |             |        |            |                          |       |
|                                    |  | FP          | CLEC   | FP           | CLEC  |       | Perf. Score | Wgt    | Wgtd Score |                          |       |
| MR-1-01-6050                       | Average Response Time - Create Trouble                         | 1.43        | 4.49   |              | 1,870 |       | 3.0566      | 0      | 2          | 0.000                    |       |
| <b>Stat Scores</b>                 |  |             |        |              |       |       |             |        |            |                          |       |
| MR-3-01-1341                       | % Missed Repair Appt -Loop -2W Digital -UNE/Resale             | NA          | 0.00   | NA           | 2     | 2.00  | SS          | 0      | 2          | 0.000                    |       |
| MR-3-02-1341                       | % Missed Repair Appt -CO -2W Digital -UNE/Resale               | NA          | 0.00   | NA           | 2     | 2.00  | SS          | 0      | 2          | 0.000                    |       |
| MR-4-02-1341                       | Mean Time To Repair -Loop -2W Digital -UNE/Resale              | NA          | 22.17  | NA           | 2     | 0.00  | 2.00        | SS     | NA         | 2                        |       |
| MR-4-03-1341                       | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale        | NA          | 18.79  | NA           | 2     | 0.00  | 2.00        | SS     | NA         | 2                        |       |
| MR-4-04-1341                       | % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale | NA          | 75.00  | NA           | 4     | 4.00  |             | SS     | NA         | 2                        |       |
| MR-4-07-1341                       | % Out of Service > 12 Hours -2W Digital -UNE/Resale            | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| MR-5-01-1341                       | % Repeat Reports w/in 30 Days -2W Digital -UNE/Resale          | NA          | 25.00  | NA           | 4     | 4.00  |             | SS     | NA         | 2                        |       |
| MR-3-01-3342                       | % Missed Repair Appt -Loop -2W xDSL Loops                      | 15.51       | 10.00  | 1,973        | 10    | 11.48 | 0.0661      | 0      | 5          | 0.000                    |       |
| MR-3-02-3342                       | % Missed Repair Appointment -CO -2W xDSL Loops                 | 12.70       | 50.00  | 63           | 2     | 23.91 |             | SS     | NA         | 5                        |       |
| MR-4-02-3342                       | Mean Time To Repair -Loop -2W xDSL Loops                       | 17.22       | 6.55   | 1,970        | 10    | 16.77 | 5.32        | 2.7266 | 0          | 5                        |       |
| MR-4-03-3342                       | Mean Time To Repair -CO -2W xDSL Loops                         | 13.72       | 14.31  | 63           | 2     | 18.72 | 13.44       | SS     | NA         | 5                        |       |
| MR-4-04-3342                       | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops          | 65.60       | 91.67  | 904          | 12    | 13.60 | 1.6987      | 0      | 5          | 0.000                    |       |
| MR-4-07-3342                       | % Out of Service >12 Hours -2W xDSL Loops                      | 55.58       | NA     | 1,218        | NA    |       |             | NA     | NA         | 0                        |       |
| MR-5-01-3342                       | % Repeat Reports w/in 30 Days -2W xDSL Loops                   | 15.71       | 16.67  | 2,184        | 12    | 10.53 | -0.5574     | 0      | 10         | 0.000                    |       |
| MR-3-01-3340                       | % Missed Repair Appointment -Loop -Line Share/Split            | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| MR-3-02-3340                       | % Missed Repair Appointment -CO -Line Share/Split              | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| MR-4-02-3340                       | Mean Time To Repair -Loop -Line Share/Split                    | NA          | NA     | NA           | NA    | 0.00  |             | NA     | NA         | 0                        |       |
| MR-4-03-3340                       | Mean Time To Repair -CO -Line Share/Split                      | NA          | NA     | NA           | NA    | 0.00  |             | NA     | NA         | 0                        |       |
| MR-4-04-3340                       | % Cleared (all troubles) w/in 24 Hours -Line Share/Split       | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| MR-4-07-3340                       | % Out of Service >12 Hours -Line Share/Split                   | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
| MR-5-01-3340                       | % Repeat Reports w/in 30 Days -Line Share/Split                | NA          | NA     | NA           | NA    |       |             | NA     | NA         | 0                        |       |
|                                    |  |             |        |              |       |       |             | Totals | 0          | 143                      | 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  
Performance Assurance Plan Report**

**FINAL TRUNKS**

**Apr-2015**

| OR                                 | Ordering  | Performance |      | Observations |      | Perf. Score | Wgt.   | Wgt'd. Score |          |
|------------------------------------|---|-------------|------|--------------|------|-------------|--------|--------------|----------|
|                                    |   | CLEC        | FP   | FP           | CLEC |             |        |              |          |
| OR-1-12-5020                       | % OT Firm Order Confirmations (<=192 Forecasted Trunk | 100.00      |      |              | 1    | 0           | 5      | 0.000        |          |
| OR-1-13-5000                       | % On Time Design Layout Record                        | 100.00      |      |              | 1    | 0           | 10     | 0.000        |          |
| OR-1-19-5020                       | % On Time Response - Request for Inbound Augment (<=  | 0.00        |      |              | 0    | NA          | 0      | 0.000        |          |
| OR-2-12-5020                       | % On Time Trunk ASR Reject                            | 100.00      |      |              | 1    | 0           | 5      | 0.000        |          |
| <b>PR Provisioning</b>             |   | <b>FP</b>   |      |              |      |             |        |              |          |
| PR-4-07-3540                       | % On Time Performance - LNP only                      | 96.08       |      | 714          |      | 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        |      | 4            | NA   | NA          | 0      | 0.000        |          |
| PR-5-02-5000                       | % Orders Held for Facilities >15 Days                 | 0.00        |      | 4            | NA   | NA          | 0      | 0.000        |          |
| PR-6-01-5000                       | % Installation Troubles w/in 30 Days                  | 0.00        |      | 4            | NA   | NA          | 0      | 0.000        |          |
| PR-8-01-5000                       | % Open Orders in a Hold Status >30 Days               | 25.00       | 0.00 | 4            | 0    | 0.00        | SS 0   | 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 | 0            | 60 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           |            |            |            |            |                |            | Apr-2015        |  |
|----------------------------|---|-----------------|------------|------------|------------|------------|----------------|------------|-----------------|--|
| 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 - 2WxDSL Loops               | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit              | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-1-12 % On Time FOC   | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-1-13 % On Time Design Layout Record                            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-1-19 % OT Resp -Req. for Inbound Aug. (<=192)                  | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-2-04 %OT LSR Rej - No Facility Check - 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/Spit           | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-4-16 % On Time PCN - 1 Bus. Day                                | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-1-04 %OT LSRC - No Facility Check - All Spds-UNE/Rsl           | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-1-06 %OT LSRC/ASRC - Facility Check - All Spds-UNE/Rsl         | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale              | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale             | -               | -          | -          | -          | -          | -              | -          | -               |  |
| <b>PROVISIONING</b>        |   |                 |            |            |            |            |                |            |                 |  |
| 3                          | <b>Installation Performance</b>                                   | \$35,102        | \$0        | \$0        | \$0        | \$0        | \$6,637        | -          | \$41,639        |  |
|                            | PR-3-01 % Completed in 1 Day (1-5 Lines No Disp.)                 | 3,771           | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-02 Average Delay Days - Total                                | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-02 Average Delay Days - Total - 2W Digital                   | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-02 Average Delay Days - Total - 2W xDSL Loop                 | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-02 Average Delay Days - Total - Line Share/Spit              | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-04 Missed Appointments - Dispatch                            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-04 Missed Appts - Disp - 2W Digital-UNE/Resale               | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-04 Missed Appts - Disp - Line Share/Spit                     | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-05 Missed Appointments - No Dispatch                         | 19,727          | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-05 % Missed Appt -No Disp -Line Share/Spit                   | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-14 % Completed On Time - 2WxDSL Loops                        | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-15 % On Time Provisioning - Trunks                           | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-6-01 Installation Troubles w/in 30 Days                        | 11,604          | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-6-01 % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-6-01 % Install Trbls w/in 30 Days -2W xDSL Loops               | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-6-01 % Install Trbls w/in 30 Days -Line Share/Spit             | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-4-01 % Missed Appointment -FP -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             | -               | -          | -          | -          | -          | 3,424          | -          | -               |  |
|                            | PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale        | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | PR-6-01 % Installation Troubles within 30 days -UNE/Resale        | -               | -          | -          | -          | -          | -              | 3,113      | -               |  |
|                            | 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>                                    | \$              | \$0        | \$0        | \$0        | \$0        | \$0            | \$0        | \$0             |  |
|                            | MR-3-01 Missed Repair Appointments - Loop - Bus.                  | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-3-01 Missed Repair Appointments - Loop - Res.                  | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-3-01 Missed Repair Appointments - Loop                         | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-3-01 % Missed Repr Appt -Loop-2W Dig-UNE/Resale                | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-3-01 % Missed Repr Appt -Loop -2WxDSL Loops                    | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-3-01 % Missed Repair Appoint -Loop -Line Share/Spit            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-3-02 % Missed Repair Appointment -CO -2WxDSL Loops             | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-03 Mean Time To Repair -CO -2WxDSL Loops                     | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale         | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-04 % Cleared (all trbls) w/in 24hrs-2W xDSL Loops            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-04 % Cleared (all trbls) w/in 24 Hours -Line Share/Spit      | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-08 Out of Service >24Hrs. - Bus.                             | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-08 Out of Service >24Hrs. - Res.                             | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-08 Out of Service >24Hrs. - Total                            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-5-01 % Repeat Reports within 30 Days                           | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-5-01 % Repeat Reports w/in 30 Days -2w Digital-UNE/Resale      | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops              | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Spit            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale            | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale               | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-06 % Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale         | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-06 % Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale        | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale        | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-4-06 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale       | -               | -          | -          | -          | -          | -              | -          | -               |  |
|                            | MR-5-01 % Repeat Reports w/in 30 days -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 Claims Rslvd w/in 28 Cal. Days after Ack.   | -               | -          | -          | -          | -          | -              | -          | -               |  |
| <b>Month Total</b>         |   | <b>\$35,102</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$6,637</b> | <b>\$0</b> | <b>\$41,639</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         | 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 Days | 91.66      | 935       | 0           | 2    |
| BI-3-05-1000          | % CLEC Billing Claims Resolved w/in 28 Calendar Days after  | 100.00     | 3,560     | 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/Resale | 100.00     | 6         | 0           | 10   |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale  | 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     | 10        | 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            | 15.87 | 16.67 | 63 | 6        | 15.61        | -0.70       | 0  | 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          | 0.00  | NA    | 3  | NA       |              | NA          | NA | 0  |   |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale               | 6.30  | 1.00  | 10 | 1        | 4.55         | 25.48       | SS | NA | 5 |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale        | 12.77 | 16.67 | 47 | 6        | 14.47        | -0.94       | -1 | 20 |   |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale   | 4.26  | 0.00  | 47 | 6        | 8.75         | 0.79        | 0  | 20 |   |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale   | 1.79  | 16.67 | 56 | 6        | 5.69         | -5.00       | -2 | 10 |   |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | 28.79 | 0.00  | 66 | 6        | 19.31        | 1.05        | 0  | 5  |   |
| PR-4-01-3510 | % Missed Appointment - FP - Total - EEL              | 15.87 | NA    | 63 | NA       |              | NA          | NA | 0  |   |
| PR-4-02-3510 | Average Delay Days - Total - EEL                     | 6.30  | NA    | 10 | NA       | 4.55         |             | NA | NA | 0 |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL         | 34.92 | NA    | 63 | NA       |              |             | NA | NA | 0 |
| PR-4-01-3530 | % Missed Appointment - FP - Total - IOF              | NA    | NA    | NA | NA       |              |             | NA | NA | 0 |
| PR-4-02-3530 | Average Delay Days - IOF                             | NA    | NA    | NA | NA       | 0.00         |             | NA | 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  | Std Dev. | Sample Error | Stat. Score |       |       |     |
|--------------|--|-------|-------|-----|----------|--------------|-------------|-------|-------|-----|
| MR-4-01-1216 | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale         | 10.33 | 38.03 | 14  | 4        | 9.17         | 17.25       | SS    | NA    | 5   |
| MR-4-01-1217 | Mean Time to Repair - DS1 & DS3 -UNE/Resale            | 7.46  | 6.02  | 122 | 28       | 14.21        | 5.51        | 0.37  | 0     | 5   |
| 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     | NA    | NA    | NA  | NA       |              |             | NA    | NA    | 0   |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale    | NA    | NA    | NA  | NA       |              |             | NA    | NA    | 0   |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale              | 23.53 | 28.13 | 136 | 32       |              | 8.33        | -0.78 | 0     | 10  |
|              |  |       |       |     |          |              |             |       | Total | 110 |

"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

Apr-2015

|              |   | % On Time | Observations | Market Adj. |
|--------------|---|-----------|--------------|-------------|
| OR-1-04-3320 | % OT LSRC - No Facility Check - POTS      | 97.60     | 917          | \$ -        |
| OR-1-06-3320 | % OT LSRC/ASRC - Facility Check - POTS    | 100.00    | 25           | \$ -        |
| OR-2-04-3320 | % OT LSR Rej.- No Facility Check - POTS   | 100.00    | 415          | \$ -        |
| OR-2-06-3320 | % OT LSR/ASR Rej. - Facility Check - POTS | 100.00    | 19           | \$ -        |

|                          |             |
|--------------------------|-------------|
| <b>Total Market Adj*</b> | <b>\$ -</b> |
|--------------------------|-------------|

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

|                         |        |      |
|-------------------------|--------|------|
| UNE Platform allocation | 40.00% | \$ - |
| UNE Loop allocation     | 60.00% | \$ - |

Special Provision - UNE Flow Through

| OR-5-01-3140 % Flow-Through Total-UNE POTS Platform |              |                         |            | OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform |              |                         |            |
|---|--------------|-------------------------|------------|--|--------------|-------------------------|------------|
| Month   | %            | Observations<br>Gross # | Flow-thru  | Month  | %            | Observations<br>Gross # | Flow-thru  |
| FEB-2015  | 57.69        | 182                     | 105        | FEB-2015   | 75.00        | 100                     | 75         |
| MAR-2015  | 60.54        | 223                     | 135        | MAR-2015   | 83.17        | 101                     | 84         |
| APR-2015  | 70.48        | 332                     | 234        | APR-2015   | 78.95        | 209                     | 166        |
| <b>Overall</b>                                      | <b>64.31</b> | <b>737</b>              | <b>474</b> | <b>Overall</b>   | <b>79.02</b> | <b>410</b>              | <b>324</b> |

|                            |                             |
|----------------------------|-----------------------------|
| <b>Market Adjustment *</b> | <b>Calculated Quarterly</b> |
|----------------------------|-----------------------------|

| OR-5-01-3112 % Flow-Through Total-UNE POTS Loop |              |                         |            | OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop |              |                         |            |
|---|--------------|-------------------------|------------|--|--------------|-------------------------|------------|
| Month   | %            | Observations<br>Gross # | Flow-thru  | Month  | %            | Observations<br>Gross # | Flow-thru  |
| FEB-2015  | 74.57        | 173                     | 129        | FEB-2015   | 91.67        | 60                      | 55         |
| MAR-2015  | 83.67        | 196                     | 164        | MAR-2015   | 92.68        | 82                      | 76         |
| APR-2015  | 91.43        | 175                     | 160        | APR-2015   | 98.21        | 56                      | 55         |
| <b>Overall</b>                                  | <b>83.27</b> | <b>544</b>              | <b>453</b> | <b>Overall</b>                                     | <b>93.94</b> | <b>198</b>              | <b>186</b> |

|                            |             |
|----------------------------|-------------|
| <b>Market Adjustment *</b> | <b>\$ -</b> |
|----------------------------|-------------|

| OR-5-01-3121 % Flow-Through Total-UNE Other |              |                         |              | OR-5-03-3121 % Flow-Through Achieved-UNE Other |              |                         |              |
|---|--------------|-------------------------|--------------|--|--------------|-------------------------|--------------|
| Month                                       | %            | Observations<br>Gross # | Flow-thru    | Month  | %            | Observations<br>Gross # | Flow-thru    |
| FEB-2015                                    | 82.48        | 759                     | 626          | FEB-2015                                       | 88.18        | 592                     | 522          |
| MAR-2015                                    | 87.20        | 828                     | 722          | MAR-2015                                       | 88.94        | 714                     | 635          |
| APR-2015                                    | 91.15        | 904                     | 824          | APR-2015                                       | 92.15        | 790                     | 728          |
| <b>Overall</b>                              | <b>87.19</b> | <b>2,491</b>            | <b>2,172</b> | <b>Overall</b>                                 | <b>89.93</b> | <b>2,096</b>            | <b>1,885</b> |

|                            |             |
|----------------------------|-------------|
| <b>Market Adjustment *</b> | <b>\$ -</b> |
|----------------------------|-------------|

\* 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<br>CLEC Performance | Current Month<br>CLEC Observations      | Prior Month<br>CLEC Performance | Prior Month<br>CLEC Observations |
|--------------|---|-----------------------------------|---|---------------------------------|----------------------------------|
| PR-9-01-3520 | % On Time Performance-Loop-Basic Hot Cut            | 100.00                            | 4                                       | 100.00                          | 20                               |
| 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                              | 49                                      | 0.00                            | 100                              |
| 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 Ttl HC-CLEC | NA                                |   | NA                              |                                  |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP   | 11.34                             | 83                                      | 18.41                           | 98                               |
|              |   | <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                            |                                  |
|              |   | <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 |  | \$ - |
|--|----|--|------|

|                                    | % Test Deck Wgt. Failure | Test Deck Wgt. |    |   |
|------------------------------------|--------------------------|----------------|----|---|
| PO-6-01-6000 % Software Validation | R3                       | R3             | \$ | - |

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

|   |    |  |    |   |
|---|----|--|----|---|
| PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions<br>Transactions failed, no workaround | R3 |  | \$ | - |
|---|----|--|----|---|

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Apr-2015

|                                       | <u>Weighted<br/>Score</u> | <u>Market<br/>Adjustment</u> |
|---------------------------------------|---------------------------|------------------------------|
| <b>MODE OF ENTRY</b>                  |                           |                              |
| Unbundled Network Elements - Platform | -0.290                    | \$ 60,779                    |
| Unbundled Network Elements - Loop     | 0.000                     | \$ -                         |
| Resale                                | -0.220                    | \$ -                         |
| Digital Subscriber Lines              | 0.000                     | \$ -                         |
| Trunks                                | 0.000                     | \$ -                         |
| <b>Mode of Entry Total</b>            |                           | <b>\$ 60,779</b>             |
| <b># CRITICAL MEASURES</b>            |                           |                              |
| 1 OSS Interface                       |                           | \$ -                         |
| 2 % On Time Ordering Notification     |                           | \$ -                         |
| 3 Installation Performance            |                           | \$ 41,639                    |
| 4 % On Time Performance - LNP         |                           | \$ -                         |
| 5 Hot Cut Performance                 |                           | \$ -                         |
| 6 Maintenance Performance             |                           | \$ -                         |
| 7 Final Trunk Groups Blocked          |                           | \$ -                         |
| 8 Collocation                         |                           | \$ -                         |
| 9 Resolution Processes                |                           | \$ -                         |
| <b>Critical Measure Total</b>         |                           | <b>\$ 41,639</b>             |
| <b>Individual Rule Payments:</b>      |                           | <b>\$ 4,855</b>              |
| <b>SPECIAL PROVISIONS</b>             |                           |                              |
| UNE Ordering                          |                           | \$ -                         |
| UNE Flow Through                      |                           | \$ -                         |
| UNE Hot Cut Loop                      |                           | \$ -                         |
| <b>Special Provision Total</b>        |                           | <b>\$ -</b>                  |
| <b>CHANGE CONTROL</b>                 |                           | <b>\$ -</b>                  |
| <b>Grand Total</b>                    |                           | <b>\$ 107,273</b>            |

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