

FAIRPOINT NEW HAMPSHIRE
Northern New England Wholesale Performance Plan

March 2011				WPP Metrics Definitions and Standards		WPP Results -		Aggregate Public	
						"NA" - No Activity			
<u>METRIC_ID</u>	<u>METRIC_DESC</u>	<u>PRODUCT_DESC</u>	<u>STANDARD</u>	<u>FRP_PERF</u>	<u>CLEC_PERF</u>	<u>\$/MISS</u>	<u>CREDIT</u>		
MR	Maintenance & Repair			MR	Maintenance & Repair				
MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Business	Parity with FairPoint Retail		\$	5.75			
MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Residence	Parity with FairPoint Retail		\$	2.50			
MR-3-01-3112	% Missed Repair Appointment - Loop	UNE POTS Loop	Parity with FairPoint Retail		\$	3.50			
MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail		\$	3.50			
MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Business	Parity with FairPoint Retail		\$	5.75			
MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Residence	Parity with FairPoint Retail		\$	2.50			
MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE POTS Loop	Parity with FairPoint Retail		\$	3.50			
MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail		\$	3.50			
MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Business	Parity with FairPoint Retail		\$	5.75			
MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Residence	Parity with FairPoint Retail		\$	2.50			
MR-4-08-3112	% Out of Service > 24 Hours	UNE POTS Loop	Parity with FairPoint Retail		\$	3.50			
MR-4-08-3217	% Out of Service > 24 Hours	UNE Specials (DS1 & DS3)	Parity with FairPoint Retail		\$	33.25			
MR-4-08-3342	% Out of Service > 24 Hours	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail		\$	3.50			
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	Parity with FairPoint Retail		\$	5.75			
MR-5-01-3112	% Repeat Reports within 30 Days	UNE POTS Loop	Parity with FairPoint Retail		\$	3.50			
MR-5-01-3200	% Repeat Reports within 30 Days	UNE Specials	Parity with FairPoint Retail		\$	33.25			
MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail		\$	3.50			
						SubTotal		\$0.00	
BI	Billing			BI	Billing				
BI-3-04-1000	% CLEC Billing Claims Acknowledged within two (2) Business Days	Resale & UNE combined	95% within two (2) business days after receipt		\$	6.25			
BI-3-05-1000	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	Resale & UNE combined	95% within 28 Calendar Days after acknowledgement		\$	6.25			
						SubTotal		\$0.00	
						TOTAL		\$0.00	