FAIRPOINT NEW HAMPSHIRE

Northern New England Wholesale Performance Plan

WPP Results -

Aggregate Public

WPP Metrics Definitions and Standards

March 2011

March 2011	WFF Metrics Definition	ons and Standards		WIFFING	zsuits -	Aggrega	te rubiic	
				"NA" - No Ao	rtivity			
METRIC_ID	METRIC DESC	PRODUCT DESC	STANDARD .	FRP_PE	-	RF	\$/MISS	CREDIT
PO	Pre-Ordering			PO	Pre-Ordering	_	<u></u>	
PO-2-02-6020	OSS Interface Availability - Prime Time	EDI	>=99.5%	10	r re-ordering	\$3,000	- \$12,000	
PO-2-02-6050	OSS Interface Availability - Prime Time	Web GUI	>=99.5%				- \$10,000	
FO-2-02-0030	OSS Interface Availability - Frime Time	Web Go!	>=55.3 /6				SubTotal	\$0.00
OR	Outoina			OR	Orderina		SubTotal	\$0.00
OR-1-02-2100	Ordering % On Time LSRC - Flow Through	Resale POTS	95% within 2 Hours	UK	Ordering			
OR-1-02-2100 OR-1-02-3331	% On Time LSRC - Flow Through	UNE Loop/Pre-qualified Complex/LNP	95% within 2 Hours			\$	9.00	
	·					\$	5.75	
OR-1-04-2100	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	Resale POTS	95% within 24 Hours			\$	9.00	
OR-1-04-3331	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 24 Hours			\$	5.75	
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)	UNE 2-Wire xDSL Loops	95% within 24 Hours			\$	6.00	
OR-1-06-2100	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-Through)	Resale POTS	95% within 72 Hours			\$	9.00	
OR-1-06-3200	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-Through)	UNE Specials	95% within five business days			\$	21.00	
OR-1-06-3331	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 72 Hours			\$	5.75	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-Through)	UNE 2-Wire xDSL Loops Interconnection Trunks (CLEC) (<= 192	95% within 72 Hours			\$	6.00	
OR-1-12-5020	% On Time FOC	Forecasted Trunks)	95% on time 10 Business Days			\$	13.00	
OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnection Trunks (CLEC)	95% on time			\$	13.00	
OR-2-02-2100	% On Time LSR Reject (Flow-Through)	Resale POTS	95% within 2 Hours			\$	9.00	
OR-2-02-3331	% On Time LSR Reject (Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 2 Hours			\$	5.75	
OR-2-04-2100	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-Through)	Resale POTS	95% within 24 Hours			\$	9.00	
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 24 Hours			\$	5.75	
OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-Through)	UNE 2-Wire xDSL Loops	95% within 24 Hours			\$	6.00	
OR-2-06-2100	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale POTS	95% within 72 Hours			\$	9.00	
OR-2-06-3200	% On Time LSRC/ASRC Reject- Facility Check (Electronic - No Flow-Through)	UNE Specials	95% within five business days			\$	21.00	
OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	95% within 72 Hours			\$	5.75	
OR-2-12-5020	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (<= 192 Forecasted Trunks)	95% less than or equal to seven (7) business days			\$	13.00	
OR-4-16-1000	% Provisioning Completion Notifiers sent within one (1) Business Day	EDI	95% of PCNs sent within one (1) business day			s	6.25	
							SubTotal	\$0.00
PR	Provisioning			PR	Provisioning			
PR-4-01-3211	% Missed Appointment - FairPoint - Total	UNE Specials DS1	Parity with FP Retail			s	42.00	
PR-4-01-3213	% Missed Appointment - FairPoint - Total	UNE Specials DS3	Parity with FP Retail			s	93.00	
PR-4-04-2100	% Missed Appointment - FairPoint - Dispatch	Resale POTS Total	Parity with FP Retail			s	18.00	
PR-4-04-3113	% Missed Appointment - FairPoint - Dispatch	UNE POTS LOOP New	Parity with FP Retail			s	11.50	
PR-4-05-2100	% Missed Appointment - FairPoint - No Dispatch	Resale POTS Total	Parity with FP Retail			s	18.00	
PR-4-05-3113	% Missed Appointment - FairPoint - No Dispatch	UNE POTS LOOP New	Parity with FP Retail			s	11.50	
PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2-Wire xDSL Loops	95% on time			s	12.00	
PR-4-15-5000	% On Time Provisioning - Trunks	Interconnection Trunks (CLEC)	95% on time			s	26.00	
PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	Parity with FP Retail for Found Troubles			s	18.00	
PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE POTS LOOP New	Parity with FP Retail for Found			•		
PR-6-01-3200	% Installation Troubles reported within 30 Days	UNE Specials	Parity with FP Retail for Found Troubles			s	11.50 42.00	
PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2-Wire xDSL Loops	Parity with FP Retail for Found Troubles			·		
PR-6-01-5000	% Installation Troubles reported within 30 Days	Interconnection Trunks (CLEC)	Parity with FP Retail for Found			\$	12.00	
PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE Loop Basic Hot Cut (all line size)	Troubles =2%</td <td></td> <td></td> <td>\$</td> <td>26.00</td> <td></td>			\$	26.00	
PR-9-01-3520	% On Time Performance - Hot Cut	UNE Loop - Basic Hot Cut (all line size)	95% Completed Within Window			\$	11.50	
PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE POTS - Loop - Hot Cut Total	Parity with FairPoint Retail			\$	11.50	
			,			\$	3.50 SubTotal	\$0.00

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								33	, . 5	
					"NA"	- No Activ	ity			
METRIC ID	METRIC DESC		PRODUCT DESC	STANDARD	ļ	FRP_PERF	CLE	C PERF	\$/MISS	CREDIT
MR	Maintenance & Repair				MR		Mainten	ance & 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
ВІ	Billing				ВІ		Billing			
BI-3-04-1000	% CLEC Billing Claims Acknowledged within two (2) Business D	ays	Resale & UNE combined	95% within two (2) business days after receipt	r			\$	6.25	
BI-3-05-1000	% CLEC Billing Claims Resolved within 28 Calendar Days After A	cknowledgment	Resale & UNE combined	95% within 28 Calendar Days after acknowledgement				\$	6.25	
									SubTotal	\$0.00
									TOTAL	\$0.00