

ID	Audit Finding	Metrics Affected (per Audit report)	FairPoint October 2013 Update	Included in Recalculated Reports
1	Metric documentation is incomplete and contains many inconsistencies and inaccuracies	All	Metrics M & P documentation is under continual review. Updates are done as needed. Operations Performance Metrics Staff has an ongoing process to review and update technical documentation as inconsistencies and or inaccuracies are discovered.	No (Note 1)
2	The metric review and adjustment process only includes wholesale metric values that do not meet the standard	All automated OR, PR, and MR sub-metrics	FairPoint implemented an expanded monthly review process to review a combination of wholesale met and missed transactions. Retail performance is reviewed monthly.	No (Note 1)
3	Service requests for number ports are included in the wrong sub-metrics	OR-1-02, OR-1-04, OR-2-02, OR-2-04, OR-5-03	CAMP code change implemented 7/30/2012, to exclude CB orders (Ports) from the affected OR metrics for product 2320.	Partial (Note 2)
4	Hot cut service requests are included in Resale product sub-codes	OR-1-02, OR-1-04, OR-2-02, OR-2-04, OR-5-03	CAMP code change implemented 7/30/2012 to exclude Hot Cuts for the affected OR metrics for product 2320.	Partial (Note 2)
5	Service requests for digital products are incorrectly included in metric product sub-code 3331, sometimes also causing duplication between that product sub-code and sub-codes 3341 and 3342	OR-1-02, OR-1-04, OR-1-06, OR-2-02, OR-2-04, OR-2-06, OR-6-03	CAMP code change implemented 7/30/2012 to modify product matching logic reducing duplication between 3331 and product sub-codes 3341 and 3342. Pre -Qualified complex products (2-Wire Digital and 2-Wire xDSL) removed from product code 3331 in WPP.	Partial (Note 2)
6	Service requests are duplicated between metric product sub-codes 2320 and 2341	OR-1-02, OR-1-04, OR-1-06, OR-2-04, OR-2-06	Resale combined into a single product code in WPP (product code 2000).	No (Note 3)
7	Logic errors and missing data in a look-up table can cause wrong product assignments for service requests	OR-1-02, OR-1-04, OR-1-06, OR-2-02, OR-2-04, OR-2-06, OR-5-03, OR-6-03	CAMP code change implemented 2/27/2013 to change logic in lookup table for product assignments.	Yes
8	Reciprocal interconnection trunks are not included	All automated OR, PR, and MR sub-metrics with trunk sub-codes	CAMP code change implemented 7/30/2012 to include reciprocal interconnection trunks.	Yes
9	Wholesale Package DSL orders are included	All automated OR, PR, and MR sub-metrics with 3331 and 3342 sub-codes	CAMP code changes implemented 7/29/2012 and 4/29/2013 to exclude Wholesale Package DSL orders from OR, PR and MR metrics for sub-codes 3331 & 3342 when REQTYP = DB.	Partial (Note 2)
10	Errors in the USOC-to-product-code mapping tables cause wrong assignments to metric product sub-codes	All automated OR, PR, and MR sub-metrics	CAMP USOC-to-product-code mapping tables updated 10/29/2012.	Yes
11	Line sharing is incorrectly included in in product sub-code 3342	OR-1-04, OR-1-06, OR-2-04, OR-2-06, PR-4-02, PR-4-14, PR-6-01, PR-8-01, MR-2-03, MR-3-01, MR-3-02, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01	CAMP code change implemented 2/27/2012 to identify correct product ID code for line sharing.	Yes

Note 1: No direct impact on metrics calculations

Note 2: CAMP code changes impacting metrics implemented; new source data unavailable

Note 3: Addressed in WPP

Note 4: New source data unavailable

Note 5: Not a PAP metric

ID	Audit Finding	Metrics Affected (per Audit report)	FairPoint October 2013 Update	Included in Recalculated Reports
12	EELs and interoffice trunks are incorrectly classified as UNE Specials	PR-4-01, PR-6-01, PR-8-01, MR-4-01, MR-4-06, MR-4-08, MR-5-01	CAMP code change implemented 6/28/2013 for impacted metrics PR-6-01, PR-8-01, and MR-5-01 to eliminate limited instances of double counting of EEL and IOF.	Yes
13	Number port orders are included in inappropriate provisioning metric product sub-codes	PR-4-05, PR-4-07, PR-5-02, PR-6-01, PR-6-02	CAMP code change implemented 8/29/2012 to exclude port orders from appropriate retail provisioning metric sub-codes. (PR-4-07 (LNP) is not impacted as there is no Retail analog.)	Yes
14	An arbitrary process, based on the most recent service orders, is used to associate troubles with products when POTS and DSL are provided on the same line	PR-6-01, PR-6-02, PR-9-08, MR2-03, MR-3-01, MR-3-02, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01	Source System (Remedy) changes implemented in January 2012 in response to SQI audit recommendation. CAMP code change implemented 1/2012 to apply product hierarchy to associate troubles with products when POTS and DSL are provided on the same line. Further CAMP code changes to product hierarchy implemented 4/29/2013 and 8/29/2013. (PR-6-02 and PR-9-08 are not impacted. Issue limited to Retail analogs.)	Yes
15	Some valid troubles are excluded when lines are disconnected or added during the report month	PR-6-01, PR-6-02, PR-9-08, all MR metrics	CAMP code change implemented 4/29/2013 to include valid troubles when lines are disconnected or added during the report month.	Yes
16	The line-to-trouble matching scheme has some logic errors	PR-6-01, PR-6-02, PR-9-08, all MR metrics	CAMP code change implemented 4/29/2013 to eliminate line-to-trouble logic matching issues.	Yes
17	The metric implementation makes it impossible determine whether transactions fail to meet the standard	PO-1-01, PO-1-06	Benchmark standard established for PO-1 metrics in WPP.	No (Note 3)
18	Pre-ordering transactions are dropped due to invalid timestamps	PO-1-01, PO-1-06	Out of sync condition eliminated.	No (Note 4)
19	Most GUI transactions are misclassified as EDI	PO-1-01, PO-1-06, OR-4-16, OR-4-17	CAMP code changes implemented 5/29/2012, 7/30/2012 and 9/28/2012 to ensure Web GUI transactions correctly are identified.	No (Note 4)
20	Only the most recent transaction is included when pre-orders have the same transaction number and type	PO-1-01, PO-1-06	Source System (Synchronoss) code changed to establish a unique identifier for multiple Pre-Order requests with the same TXNUM, CC and TXTYPs. CAMP code change implemented 11/29/2012 to capture unique identifier.	No (Note 4)
21	Incorrect manual loop qualification timestamps were used prior to September 2011	PO-8-01	Manual process revised to use correct timestamp	Yes
22	The MSAG update time is excluded in calculating loop qualification timeliness for loops with addresses not populated in the MSAG	PO-8-01	Loop Qualification start time clarified in WPP.	No (Note 3)

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Note 3: Addressed in WPP

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ID	Audit Finding	Metrics Affected (per Audit report)	FairPoint October 2013 Update	Included in Recalculated Reports
23	Incorrect notifiers are not excluded in LSR confirmation and reject timeliness calculations	OR-1-02, OR-1-04, OR-1-06, OR-1-12, OR-2-02, OR-2-04, OR-2-06, OR-2-12	Exclusions for OR-1 and OR-2 metrics clarified in WPP.	No (Note 3)
24	Only the first LSR confirmation sent is counted in the confirmation timeliness calculation	OR-1-02, OR-1-04, OR-1-06, OR-1-12	CAMP code change implemented 5/29/2013 to use timestamp from the last LSRC sent when there are multiple service orders on the same PON/version. WPP clarified to count first LSRC/ASRC for OR-1 metrics. Subsequent confirmations are considered duplicates.	Yes
25	Orders that actually flowed through are not accurately identified	OR-1-02, OR-1-04, OR-1-06, OR-2-02, OR-2-04, OR-2-06, OR-5-03, OR-6-03, OR-6-04	CAMP code changes implemented 11/29/2012, 4/29/2013, and 6/28/2013 to more accurately identify orders that flowed through and orders designed to flow through.	Partial (Note 2)
26	Designed flow-through is inappropriately used as a criterion in determining LSRC timelines	OR-1-02, OR-1-04, OR-1-06, OR-2-02, OR-2-04, OR-2-06	CAMP code changes implemented 2/27/2012 and 3/28/2012 to remove Designed flow through as a criteria for determining LSRC timeliness.	Yes
27	Related PONs are counted as separate transactions in LSR confirmation and reject timeliness calculations	OR-1-02, OR-1-04, OR-1-06, OR-1-12, OR-2-02, OR-2-04, OR-2-06, OR-2-12	Metric calculation changed in WPP to count receipt time of each PON rather than timestamp of last RPON.	No (Note 3)
28	Confirmations of customer-requested service request cancellations are excluded	OR-1-02, OR-1-04, OR-1-06	CAMP code change implemented 2/27/2012 to identify confirmations of customer requested service request cancellations.	Yes
29	Some late LSRCs are incorrectly identified as on time	OR-1-02	CAMP code change implemented 9/28/2012 to only include LSRCs in the numerator that met the criteria of 2 hours or less.	Yes
30	Service requests for exactly 5 lines are excluded when applying facility check requirements for LSRC timeliness reporting	OR-1-04	CAMP code change implemented 5/29/2012 to include orders that were less than or equal to 5 lines.	Yes
31	The latest DLR due date is not used	OR-1-13	CAMP code change implemented 4/29/2013 to ensure latest DLR date is used.	No (Note 4)
32	DLRs are included before the completion date beginning in November 2011	OR-1-13	CAMP code change implemented 4/29/2013 to change logic that identifies the DLR completion date.	No (Note 4)
33	Service requests with blanks in two data fields are excluded	OR-1-04	CAMP code change implemented 9/28/2012 to update method used to determine number of lines.	Yes

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ID	Audit Finding	Metrics Affected (per Audit report)	FairPoint October 2013 Update	Included in Recalculated Reports
34	A secondary method for determining the number of lines in LSR confirmation and reject timeliness calculations is inaccurate	OR-1-02, OR-1-04, OR-1-06, OR-1-12, OR-2-02, OR-2-04, OR-2-06, OR-2-12	CAMP code changed 9/28/2012 (not 8/29/2012 as previously reported) to update method for determining number of lines.	Yes
35	A few retail company codes are classified as wholesale in ordering metrics	All automated OR sub-metrics	CAMP code change implemented 10/29/2012 to classify retail company codes accurately.	Yes
36	Some wholesale service requests may be excluded through the logic used to exclude internal orders	All automated OR and PR sub-metrics	Hypothetical situation described by Liberty has not occurred.	No (Note 3)
37	A secondary source of service request data does not contain all necessary data fields	All automated OR sub-metrics	CAMP code updated 2/27/2012 and 6/30/2012 to reduce use of secondary data source.	No (Note 4)
38	The flow-through indicator for LSR reject timelines is not reliable	OR-2-02, OR-2-04, OR-2-06	CAMP code change implemented 4/29/2013 to improve identification of flow-through indicator for LSR reject timeliness.	No (Note 4)
39	Invalid rejects are used in calculating LSR reject timeliness	OR-2-02, OR-2-04, OR-2-06, OR-2-12	CAMP code change implemented 8/29/2013 to exclude invalid rejects in calculating LSR reject timeliness. Source system (M6) updates in August, September and December 2012 significantly reduced the number of invalid rejects.	No (Note 4)
40	Jeopardy notices sent after the ASR confirmation are included in calculating reject timeliness	OR-2-12	CAMP code change implemented 5/29/2013 and 6/28/2013 to exclude jeopardy notices sent after confirmation in calculating reject timeliness.	Yes
41	All directory listing orders are excluded in calculating completion notifier timeliness and percentage flow-through	OR-4-17, OR-5-03	CAMP code changes implemented 3/28/2012 and 5/29/2012 to ensure directory listing orders included in OR-4-17 and OR-5-03.	Partial (Note 2)
42	Transactions in calculating completion notifier timeliness are excluded based on an irrelevant status in the provisioning work queues	OR-4-16, OR-4-17	CAMP code change implemented 5/29/2012 to disregard irrelevant status in the provisioning work queues.	Yes
43	Premature completion notifiers are included in the notifier timeliness calculation	OR-4-16, OR-4-17	CAMP code change implemented 7/30/2012 to count a premature notifier as a miss.	Yes
44	Some service orders are counted in the wrong month in calculating completion notifier timeliness	OR-4-16, OR-4-17	CAMP code change implemented 5/29/2012 to count orders in the appropriate month.	Yes
45	Any PCN sent within one business day, rather than only the PNC of the last completed service order, is used in calculating PCN timeliness for service requests requiring multiple service orders	OR-4-16	CAMP code changed 3/28/2012 to use the PCN of the last service order completed.	Yes

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46	FairPoint's BCNs are not reliable indicators that the billing records have been updated	OR-4-17	Source system change implemented 4/26/2013 to capture timestamp from BCN.	No (Note 4)
47	The PCN completion date rather than the BCN completion date is used for calculating BCN timeliness beginning in November 2011	OR-4-17	CAMP code change implemented 5/29/2012 to use BCN completion date rather than PCN completion date.	Yes
48	Orders that were designed to flow through are not accurately identified	OR-1-02, OR-1-04, OR-1-06, OR-2-02, OR-2-04, OR-2-06, OR-5-03	CAMP code change implemented 4/29/2013 to more accurately identify orders that are designed to flow through.	Partial (Note 2)
49	Some orders that fall out because of CLEC errors are not excluded from the percent flow-through calculations	OR-5-03	Orders that fall out for CLEC errors are addressed on a case by case basis.	No (Note 3)
50	The automated calculation of LSRC accuracy includes most orders in the wrong report month	OR-6-03	CAMP code change implemented 2/27/2012 to associate orders with the correct report month.	Yes
51	Expedited order confirmations are double counted in the LSRC accuracy denominator	OR-6-03	CAMP change implemented 1/30/2013 to discontinue counting the second LSRC for expedited orders.	Yes
52	Confirmations of CLEC cancellations are excluded from the LSRC accuracy calculation	OR-6-03	CAMP code changed 2/27/2012 to include confirmations with CLEC requested cancellations. CAMP code changed 6/28/2013 to remove flow through orders from the denominator which were inadvertently added as part of the 2/27/2012 change.	Yes
53	The directory listing accuracy calculation is not in compliance with the C2C Guidelines prior to August 2011	OR-6-04	M & P's were revised and new practice implemented in August 2011.	No (Note 5)
54	Disconnect orders are incorrectly included in directory listing accuracy calculations	OR-6-04	Fairpoint agreed to exclude disconnect orders from metric in WPP.	No (Note 5)
55	The manual directory listing accuracy calculation excluded most directory listing orders in August 2011	OR-6-04	M & P's were revised and new practice implemented in August 2011.	No (Note 5)
56	The manual directory listing accuracy calculation is incomplete and incorrectly reported in November 2011	OR-6-04	Manual spreadsheet error corrected effective 12/2011.	No (Note 5)
57	Retail provisioning records are excluded because of flaws in the retail identification codes	All automated PR sub-metrics	CAMP code changes implemented 11/1/2011 and 10/29/2012 to classify retail company codes correctly.	Yes
58	DS1 special access provisioning records are excluded from retail calculations because of null company code values	PR-4-01, PR-6-01, PR-8-01	CAMP code changes implemented 5/29/2013 and 6/28/2013 to ensure DS1 special access provisioning records are included in retail calculations.	Yes
59	Some service orders are reported in the wrong or multiple states	All automated PR sub-metrics, OR-4-16, OR-4-17	CAMP changes implemented 4/29/2013 and 7/29/2013 to ensure service orders are reported in the correct state.	Partial (Note 2)
60	Some provisioning records are incorrectly excluded based on change activity indicator and disconnect activity code	All automated PR sub-metrics	CAMP code changes implemented 6/30/2012 and 5/29/2013 to identify appropriate activity code combinations.	Yes
61	Not all source provisioning records are downloaded when informational and new service records accompany the same service order	All automated PR sub-metrics	CAMP change implemented 5/29/2013 to ensure all source provisioning records are downloaded and new service records accompany the same service order.	No (Note 4)
62	Some valid trunk records are excluded from provisioning metrics	PR-4-15, PR-5-02, PR-6-01, PR-8-01	CAMP code change implemented 2/27/2012 to include trunk records in the provisioning metrics.	Yes
63	Provisioning records with multiple jeopardy codes are sometimes incorrectly excluded	All automated PR sub-metrics	Hypothetical situation described by Liberty has not occurred. No identifiable issue to correct.	No (Note 3)

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64	Some provisioning records with jeopardies resolved before the provisioning due date are excluded	PR-4-14	CAMP code change implemented 4/29/2013 to include records with jeopardies resolved before the provisioning due date.	Yes
65	Some retail provisioning records are excluded because of a flaw in populating the billing completion date in the service order	PR-4-01, PR-4-02, PR-4-04, PR-4-05, PR-5-02, PR-6-01, PR-8-01	CAMP code change 4/29/2013 implemented to correctly populate the billing completion date on the retail service order.	No (Note 4)
66	Customer Not Ready orders are excluded from Percent On Time Provisioning - Trunks	PR-4-15	CAMP code change implemented 5/29/2012 to include Customer Not Ready orders in the calculation of PR-4-15.	Yes
67	A MARCH data snapshot is not retained	PR-4-07	MARCH data retained beginning March 2012	No (Note 4)
68	Customer-caused misses are excluded from the calculation of % On Time Performance – LNP Only	PR-4-07	WPP clarifies telephone numbers disconnected or ported early at the customers request, i.e., customer caused misses are considered met.	No (Note 3)
69	Canceled orders are included in the denominator but not the numerator of % On Time Performance – LNP Only	PR-4-07	CAMP code change implemented 2/27/2012 to include cancelled orders in the numerator of % On Time Performance - LNP Only metric.	Yes
70	Orders are excluded from the numerator of % On Time Performance – LNP Only due to multiple logic errors	PR-4-07	CAMP code changes implemented 5/29/2013 and 6/28/2013 to ensure orders that are excluded from the metric are excluded from both the numerator and the denominator.	Yes
71	Held order times are calculated based on business rather than calendar days	PR-5-02	CAMP code change implemented 9/28/2012 to use calendar days rather than business days for held orders.	Yes
72	Some facility missed orders are improperly excluded from provisioning missed appointments metrics	PR-5-02	CAMP code changes implemented 5/29/2012 and 5/29/2013 to count all facility miss jeopardy codes.	Yes
73	Valid installation troubles are excluded by matching troubles with order completion dates only in the report month	PR-6-01, PR-6-02	CAMP code changes implemented 5/29/2012 to look for reported installation troubles in the previous month.	Yes
74	Valid installation troubles are excluded because of a flaw in matching troubles with lines	PR-6-01	CAMP code change implemented 10/29/2012 update trouble ticket-to-service order matching logic.	Yes
75	Troubles with fault codes 0331 and 0332 are not excluded in calculating % Installation Troubles	PR-6-01	CAMP code change implemented 7/29/2012 to exclude troubles with fault codes 0331 and 0332 in calculating % Installation Troubles	Yes
76	The service order with the earliest completion date is used when there are multiple service orders in calculating % Installation Troubles	PR-6-01, PR-6-02	Camp code change implemented 2/27/2012 to use the order with an order completion date that is closest to the trouble start date for the PR-6 calculations.	Yes
77	Installation troubles are misclassified as repeat troubles by not checking whether there was installation activity between reported troubles	PR-6-01, MR-5-01	CAMP code change implemented 5/29/2013 to check for installation activity between reported troubles.	Yes
78	Percent Orders in Hold Status is calculated using a 29-day rather than 30-day threshold	PR-8-01	CAMP code change implemented 2/27/2012 to calculate Percent Orders in Hold Status using a 30-day threshold.	Yes
79	CLEC- or end-user-caused delays are incorrectly excluded only from the numerator of Percent Orders in Hold Status	PR-8-01	Metric definition and calculation (numerator and denominator) clarified in WPP to limit metric to orders open due to FairPoint reasons.	No (Note 3)
80	Records are excluded from the numerator of Percent Orders in Hold Status when PON field not populated	PR-8-01	CAMP code change implemented 10/30/2012 to include records where the PON is populated as "NULL."	Yes
81	Some fault codes are incorrectly identified as CPE troubles to be excluded	PR-9-08, MR-3-01, MR-4-01, MR-4-02, MR-4-06, MR-4-07, MR-4-08, MR-5-01	CAMP code change implemented 7/29/2012 to include appropriate fault codes.	Yes

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82	Valid records excluded due to a logic error in calculating the service disruption interval	PR-9-08	CAMP code change implemented 11/29/2012 to count whole calendar days for retail analog.	Yes
83	Trouble reports on change order activity are included in calculating Average Duration of Service Disruption	PR-9-08	CAMP code change implemented 4/29/2013 to limit Retail analog to N orders, T orders and C orders with line counts greater than zero.	Yes
84	Average Duration of Service Disruption was misreported in May 2011	PR-9-08	CAMP code change implemented 8/11/2011 to accurately report Average Duration of Service Disruption. Partial coding implementation caused incorrect reporting for the May data month only. May Wholesale results should have been reported as NA. No records occurred in June 2011 and coding was corrected for the July 2011 data month.	Yes
85	Records for technician-reported troubles that are not also customer-reported are incorrectly excluded in calculating Average Duration of Service Disruption	PR-9-08	Metric definition clarified in WPP to exclude FairPoint employee reported troubles where no customer reported a trouble.	No (Note 3)
86	Average Duration of Service Disruption was calculated using troubles within 6 rather than 7 days prior to July 2011	PR-9-08	CAMP code change implemented 7/1/2011 to count reported troubles less than or equal to seven days.	Yes
87	Feature-change order troubles are included in calculating Average Duration of Service Disruption	PR-9-08	CAMP code change implemented 4/29/2013 to limit change orders for the retail analog to orders with a line count greater than zero.	Yes
88	Translation and switch troubles for exclusion in the retail analogs of maintenance and repair metrics with product sub-codes 3312 and 3342 are incorrectly identified	MR-2-03, MR-3-02, MR-4-03, MR-4-07, MR-4-08	CAMP code change implemented 8/29/2012 to correctly identify translation and switch troubles for exclusion in the retail analogs of maintenance and repair metrics with product sub-codes 3312 and 3342.	Yes
89	The trouble report rate is not divided by 100 in reporting the trouble report rate metric	MR-2-03	CAMP code change implemented 8/29/2012 to divide by 100.	No (Note 5)
90	Installation troubles are not excluded in calculating trouble report rate	MR-2-03	CAMP code change implemented 5/29/2013 to exclude installation troubles from trouble report rate.	No (Note 5)
91	Translation and switch troubles are incorrectly excluded from wholesale Percent Missed Repair Appointments sub-metrics with product sub-codes 3312 and 3342	MR-3-02	CAMP code change implemented 8/29/2012 to remove exclusion on translation and switch troubles from wholesale Percent Missed Repair Appointments sub-metrics with product sub-codes 3312 and 3342.	Yes
92	The process used for determining out-of-service troubles is inaccurate	MR-4-06, MR-4-07, MR-4-08	CAMP code changes implemented 4/14/2013, 7/29/2013 and 8/29/2013 to capture and utilize new Remedy OOS field. CAMP code change implemented 1/30/2012 to search for OOS code in Remedy free form field as an interim solution.	No (Note 4)
93	The resolution times of troubles for lines with a previous trouble within 30 days are double counted	MR-4-01, MR-4-02, MR-4-03	CAMP code change implemented 5/29/2012 to eliminate double counting of resolution times of troubles for lines with a previous trouble within 30 days.	Yes
94	The trunk identification process does not capture all trunks for metric product sub-code 5000 of maintenance and repair metrics	MR-4-06, MR-4-08, MR-5-01	CAMP code change implemented 6/28/2013 to capture all CLEC trunks, product sub-code 5000, for maintenance and repair metrics.	Yes
95	All previous troubles are not accurately identified in calculating Percent Repeat Trouble Reports	MR-5-01	CAMP code changes implemented 5/29/2012 and 5/29/2013 to accurately identify previous troubles.	Yes
96	Exclusion of no-access and misdirected troubles is incorrectly applied to all products rather than only loop products in calculating Percent Repeat Trouble Reports	MR-5-01	Metric definition of no trouble found repeat troubles clarified in WPP that troubles counted are not limited to loop products only.	No (Note 3)

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97	Some valid troubles are improperly excluded from the numerator but not the Percent Repeat Trouble Reports denominator	MR-5-01	CAMP code change implemented 9/29/2012 to use the same identifier for the numerator and denominator for the Percent Repeat Trouble Reports.	Yes
98	A retail company identifier is incorrectly coded	MR-5-01	CAMP code change implemented 11/2/2011 to correct logic for retail company identifier.	Yes
99	Final trunk blocking is calculated by filtering out trunks with "maintenance issues" without clear justification in the C2C Guidelines	NP-1-03, NP-1-04	WPP clarifies that trunks with maintenance activity are excluded from the metric.	No (Note 3)
100	The company-code filter sometimes incorrectly excludes CLEC trunk groups in calculating CLEC-aggregate final trunk blocking	NP-1-03, NP-1-04	Company-code filter updated 7/2012 to count all CLEC final trunk groups in calculating CLEC-aggregate final trunk blocking	No (Note 4)
101	Some errors were made in the manual spreadsheet process during 2011 in calculating final trunk blocking	NP-1-03, NP-1-04	Quality review process of spreadsheet implemented 7/2012 to ensure final trunk blocking is calculated accurately.	No (Note 4)
102	The spreadsheet logic incorrectly sets two-month final trunk blocking to zero whenever three-month final trunk blocking is non-zero	NP-1-03	This issue impacted the NP-1-03 sub-metric for the January 2011 data month only. The Spreadsheet logic was updated 6/2012 to not set the two-month final trunk blocking to zero when three-month final blocking is non-zero.	Yes
103	Some errors in the manual spreadsheet process were made during 2011 in calculating collocation metrics	NP-2-01, NP-2-01/2, NP-2-05, NP-2-05/6	Quality review process of collocation spreadsheet implemented 7/2012. PAP results reported accurately for 2011.	Yes
104	DUF volumes were significantly underreported in December 2011 because of a systems configuration change	BI-1-02	Source system reconfiguration corrected for 1/2012 data month..Findings 104 and 105 reference the same one time transmission issue.	No (Note 4)
105	DUF records created but not transmitted are not included in calculating DUF timeliness	BI-1-02	Source system reconfiguration corrected for 1/2012 data month. Findings 104 and 105 reference the same one time transmission issue.	No (Note 4)
106	DUF volumes were incorrectly reported in June 2011 because of a manual error	BI-1-02	Quality review process of DUF spreadsheet implemented 7/2012.	Yes
107	The process for calculating billing claims metrics excludes some legitimate billing claims	BI-3-04, BI-3-05	Quality review process implemented 7/2012 to ensure all legitimate claims are included.	Yes
108	The process for calculating billing claims metrics can assign wrong receipt date to billing claims	BI-3-04	Quality review process implemented 7/2012 to verify receipt date of billing claims submitted by email to Wholesale Billing Claims center. This issue does not occur when CLECs upload claims directly to the Billing Claims Desktop. WPP metric definition to count claims uploaded directly to the Billing Claims Desktop in metric results.	Yes
109	The process for calculating billing claims metrics can assign billing claims to the wrong state	BI-3-04, BI-3-05	Quality review process implemented 7/2012 to assign to the correct state CLEC claims that does not have a state identifier.	Yes
110	The process for calculating billing claims metrics can assign billing claims to the wrong CLEC	BI-3-04, BI-3-05	Quality review process implemented 7/2012 to ensure claims are assigned to the correct CLEC.	Yes
111	Billing claims from interexchange carriers, internet service providers, and wireless carriers were included	BI-3-04, BI-3-05	Quality review process implemented 7/2012 to exclude non-CLEC billing claims from metrics calculation.	Yes
112	Billing claims made 60 calendar days after the bill date were not excluded prior to October 2011	BI-3-04, BI-3-05	Quality review process implemented 10/2011 to exclude billing claims made more than 60 calendar days after the bill date.	Yes
113	Some errors in the manual spreadsheet process were made during 2011 in calculating billing claims metrics	BI-3-04, BI-3-05	Quality review process implemented 7/2012 to ensure accuracy of spreadsheet.	Yes

Note 1: No direct impact on metrics calculations

Note 2: CAMP code changes impacting metrics implemented; new source data unavailable

Note 3: Addressed in WPP

Note 4: New source data unavailable

Note 5: Not a PAP metric

ID	Audit Finding	Metrics Affected (per Audit report)	FairPoint October 2013 Update	Included in Recalculated Reports
114	Incorrect implementation of the PAP requirements for Critical Measures with 95 percent standards can produce a larger than required bill credit in some cases	PAP Critical Measures with 95 % Standards	Change implemented for 7/2012 data month to correct calculation of Critical Measures with 95 percent standards.	Yes
115	Incorrect implementation of the PAP requirements for measures with percentage, parity comparisons can produce a larger than required bill credit in some cases	PAP metrics with percentage, parity comparison	CAMP code change implemented 7/29/2013 to revise the application of the statistical testing for metrics with percentage parity comparison.	Yes

Note 1: No direct impact on metrics calculations

Note 2: CAMP code changes impacting metrics implemented; new source data unavailable

Note 3: Addressed in WPP

Note 4: New source data unavailable

Note 5: Not a PAP metric