



## **FairPoint Communications NNE BiWeekly Dashboard Cover Letter (10/25/10)**

For the week ending 10/24 we had 99 pending late orders greater than 20 days. Of those orders 42 of them were held for "facility or equipment" reasons plus 31 that were subsequently canceled, complete or held for customer reasons as of the Friday "daily analysis". The 42 orders held for "facility or equipment" reasons were distributed with 10 in Retail, 2 LSRs, and 30 ASRs). The remaining records are being addressed in the daily review procedure that triages the fallout and works the orders through the systems.

The recent decrease in percentages of retail orders observed as flow-through eligible is attributed to seasonal service transaction volume and associated transfer of calls task which is manually provisioned. There were temporary issues related to removing some of these manual tasks however they were corrected in the mid-October deployment. With this implementation we should begin to see the observed retail flow-through percentages return to average levels. This issue has been monitored closely to avoid missed commitments.

Please direct any questions or comments regarding this report to [FairPointInput@FairPoint.com](mailto:FairPointInput@FairPoint.com)