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May 11, 2010

Mrs. Susan M. Hudson, Clerk  
Vermont Public Service Board  
112 State Street – 4<sup>th</sup> Floor  
Montpelier, Vermont 05602

Re: Docket Nos. 7270 and 7599 – FairPoint

Dear Mrs. Hudson:

Enclosed for filing is an email with two attachments I received this morning from Liberty Consulting regarding FairPoint service quality trends.

Thank you and please let me know if you have any questions.

Sincerely,

Jim Porter

cc: Service lists (Docket Nos. 7270 and 7599)



## Porter, James

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**From:** robert v falcone [rvfalcone@comcast.net]  
**Sent:** Tuesday, May 11, 2010 11:22 AM  
**To:** 'robert v falcone'; 'Rich Kania'; 'Davidson, Derek'; 'Adams, Kathy'; 'Hagler, Andy'; 'Spelke, Amy'; 'Bailey, Kate'; 'Noonan, Amanda'; Michael.Ladam@puc.nh.gov; 'Goyette, David'; Pariseau, Tamera; Porter, James  
**Cc:** 'Charles King'  
**Subject:** FairPoint Trend Analysis - End of April Update  
**Attachments:** FairPoint Daily report summary\_043010.xls; Late order graphs\_043010.doc

### State Staff Members:

Attached is an update to the FairPoint weekly report summary spreadsheet through April 30. Also attached are graphs showing the six month trends, from November 1 through April 30, in FairPoint's late order performance, pending order activity and unsubmitted retail orders. Following are some highlights of the results.

### Late Orders – general comment

In its weekly report FairPoint indicated that it has 142 orders that are late due to customer/carrier holds, 67 internal FairPoint orders that are late, and 77 orders scored as late but really aren't late because these are project orders and for such orders the due dates are worked through negotiations and are not based on the standard intervals. These 286 late orders are included in the weekly results that FairPoint is reporting to the states. These types of orders, which are not customer-affecting are typically valid exclusions from ILEC performance reports. FairPoint is investigating whether it can either remove these orders from future reports or if it can provide a breakdown of these orders by order type (i.e. POTS, DSL, Other, LSR or ASR).

### Late orders - Retail

**POTS** – During the end of the month FairPoint experienced a couple of small upward spikes in its late POTS order counts that FairPoint is researching. Despite these spikes FairPoint has kept the percentage of its pending POTS orders that are late under the 10 percent level.

**DSL** – Since late March FairPoint has shown a great deal of volatility in its late DSL order counts. FairPoint has attributed much of this instability to a systems problem that delayed the activation of many of the suspend DSL service orders that have been issued in connection with FairPoint's collections activity. FairPoint has indicated that this problem was resolved at the end of April.

**Retail Other** – FairPoint progress in reducing its more complex late orders found in the retail other category has somewhat stalled since early March with the percentage of pending orders that are late remaining in the 20 to 30 percent range.

### Late Orders - Wholesale

**LSRs** – For the month FairPoint has generally been able to keep the level of pending LSR that are late to approximately 10 percent.

**ASRs** – FairPoint indicated that on April 19, it planned on beginning work with a cross functional team to address the late ASRs and the excessive number of ASRs that are late for more than 20 days. This initiative may be showing some results. Since April 19 the percentage of pending orders that are late fell from 37 percent to 25 percent. It remains to be seen whether this is a short term fluctuation or a genuine trend.

### Late orders that are late >20 Days - Retail:

FairPoint continues to have a high percentage of late orders that are late for greater than 20 days with all retail order types exceeding 20 percent. As indicated above in the general comment, FairPoint has explained that some subset of these orders are not customer affecting, but it has not provided a breakdown by order type.

### Late orders that are late >20 Days – Wholesale:

FairPoint continues to have a very high percentage of its late LSRs that are late for more than 20 days, generally running in the 50 percent range. FairPoint explained that the majority of its very late LSRs are caused by number port orders that are not activated by the CLEC on the due date. These orders are then held by FairPoint for 30 days after the due date before they are cancelled. The attached graph titled "Late LSRs that are late for more than 20 days by LSR order type" shows that the majority of very late LSRs are number port orders, which is consistent with FairPoint's claim although it is not possible to determine whether this is due to CLEC or FairPoint action.

For ASRs, these very late orders continue to be a serious problem with 60 percent of the late ASRs missing the due date by more than 20 days.

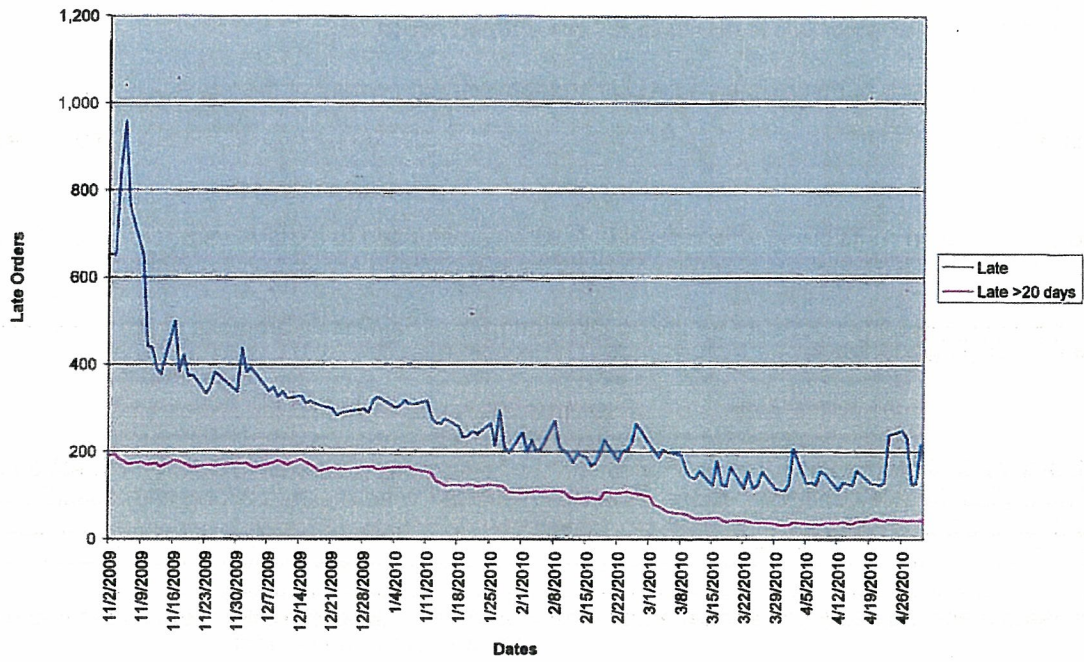
**Billing:**

FairPoint totaled \$1,303,426 in retail billing adjustments in April which equated to a daily average of \$59,247. It appears that FairPoint has resolved its ICB contract billing problem as the last of these adjustments occurred on March 29.

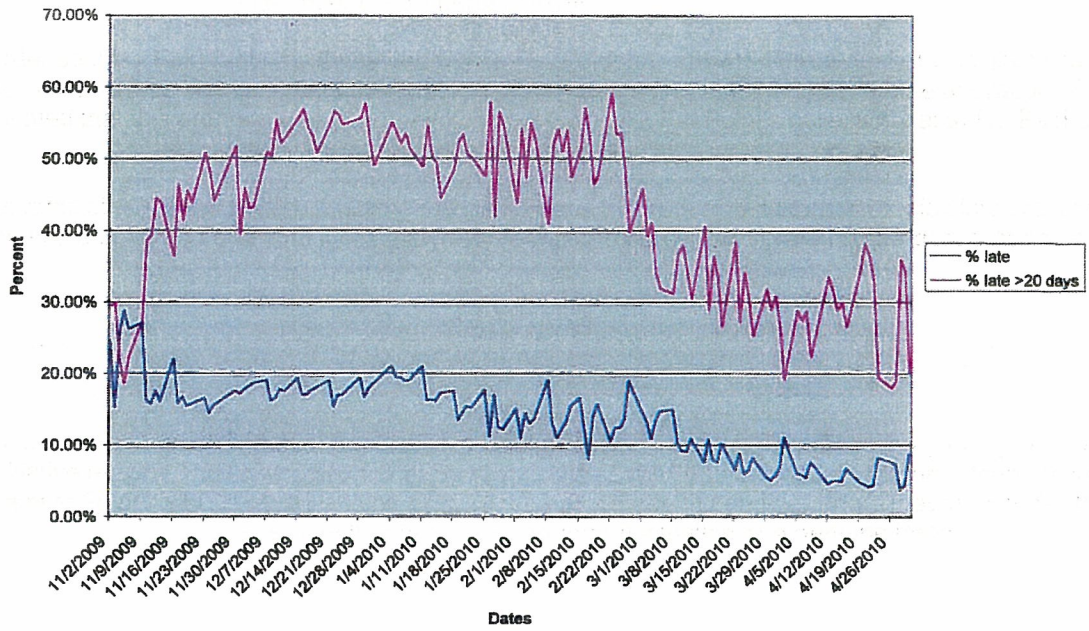
Please let me know if you have any questions regarding this summary of FairPoint's progress or regarding any of the attached graphs.

Thanks,  
Bob Falcone

**Late Orders - Retail POTS**

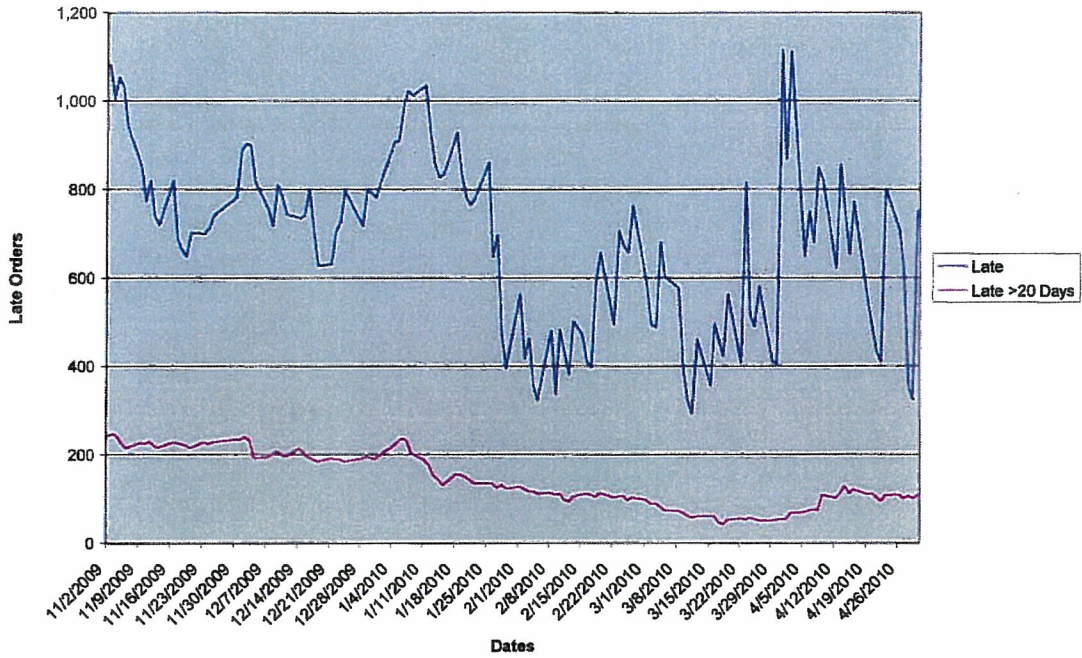


**Percent of Pending POTS Orders that are Late and Percent of Late Orders that are Late for more than 20 Days**

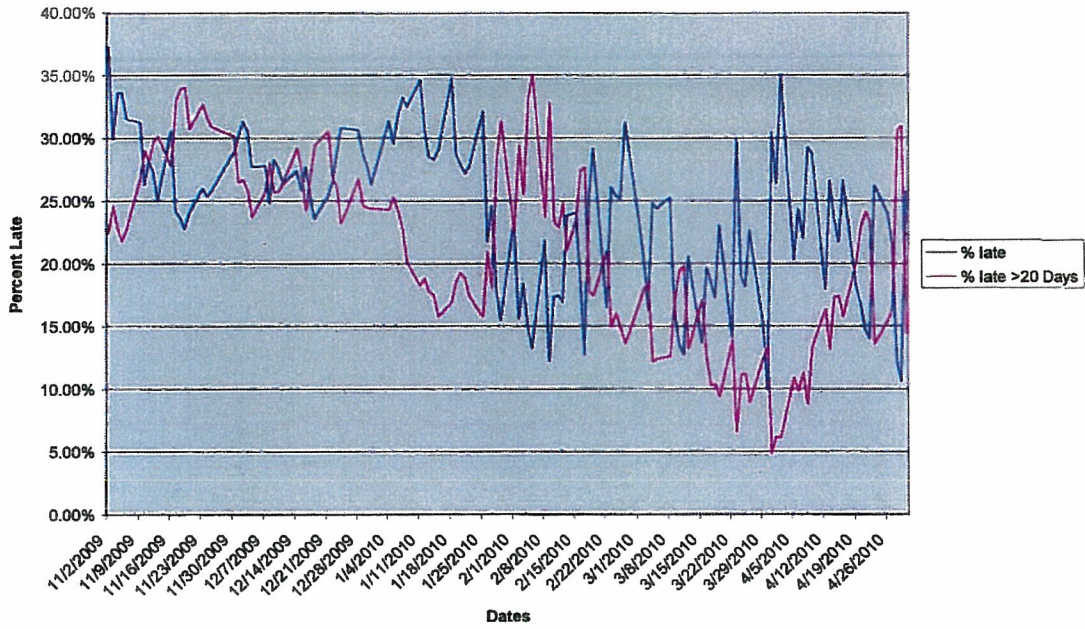




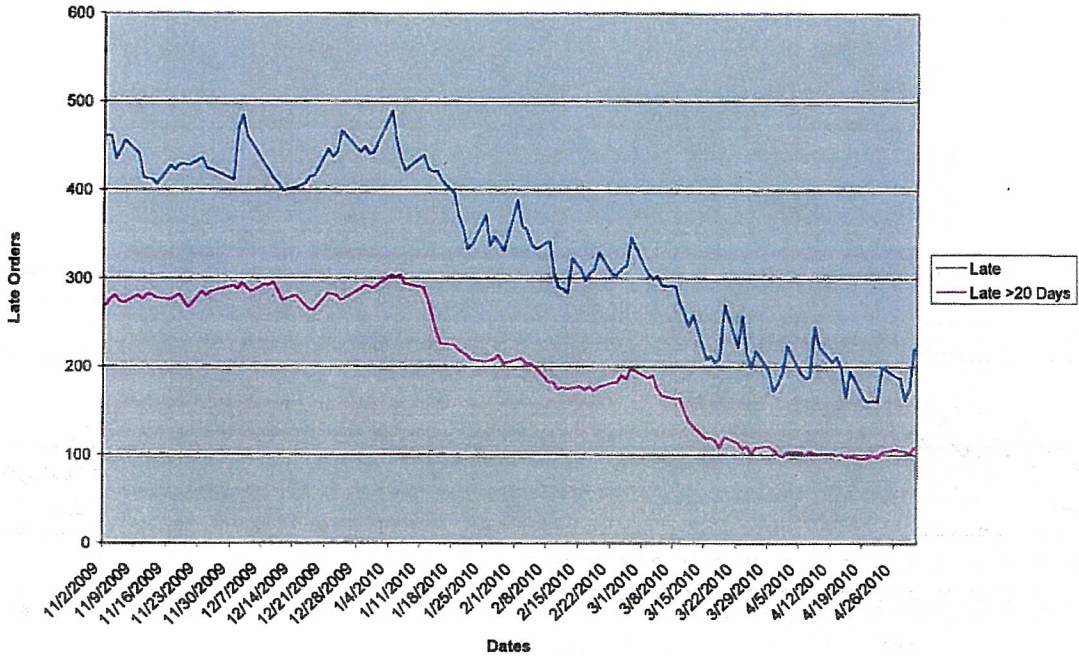
Late Orders - Retail DSL



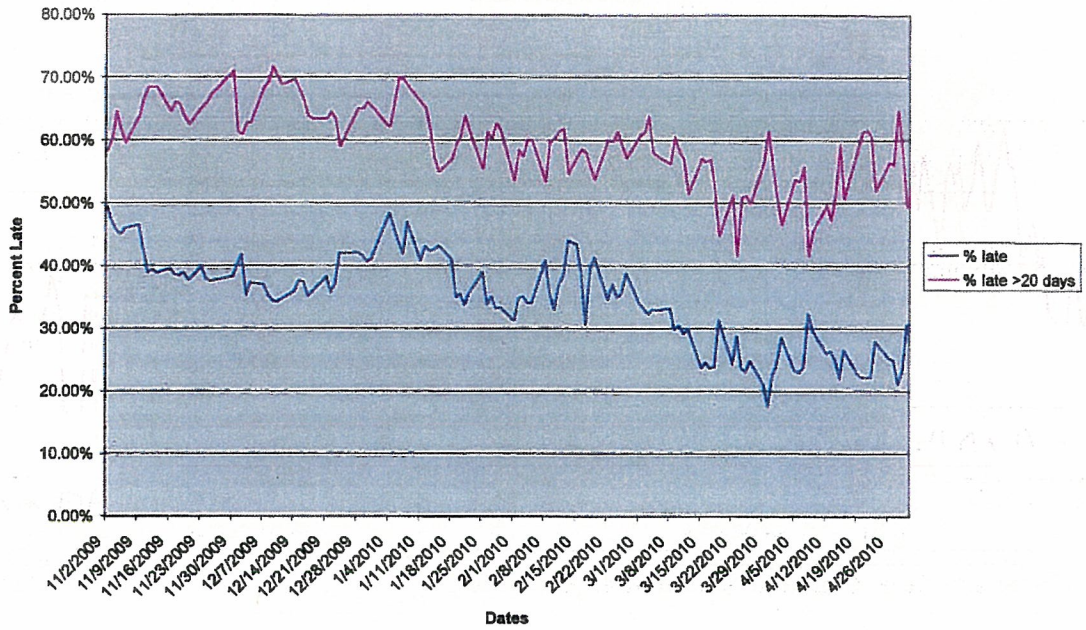
Percent of Pending DSL Orders that are Late and Percent of Late Orders that are Late for more than 20 Days



Late Orders - Retail Other

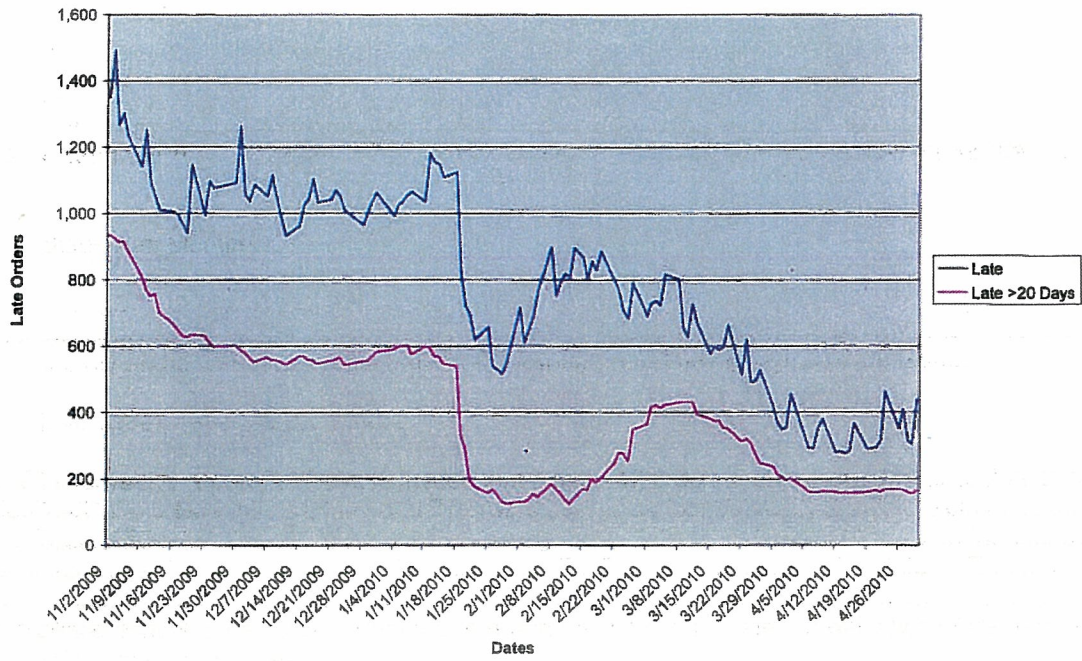


Percent of Pending Retail Other Orders that are Late and Percent of Late Orders that are Late for more than 20 Days

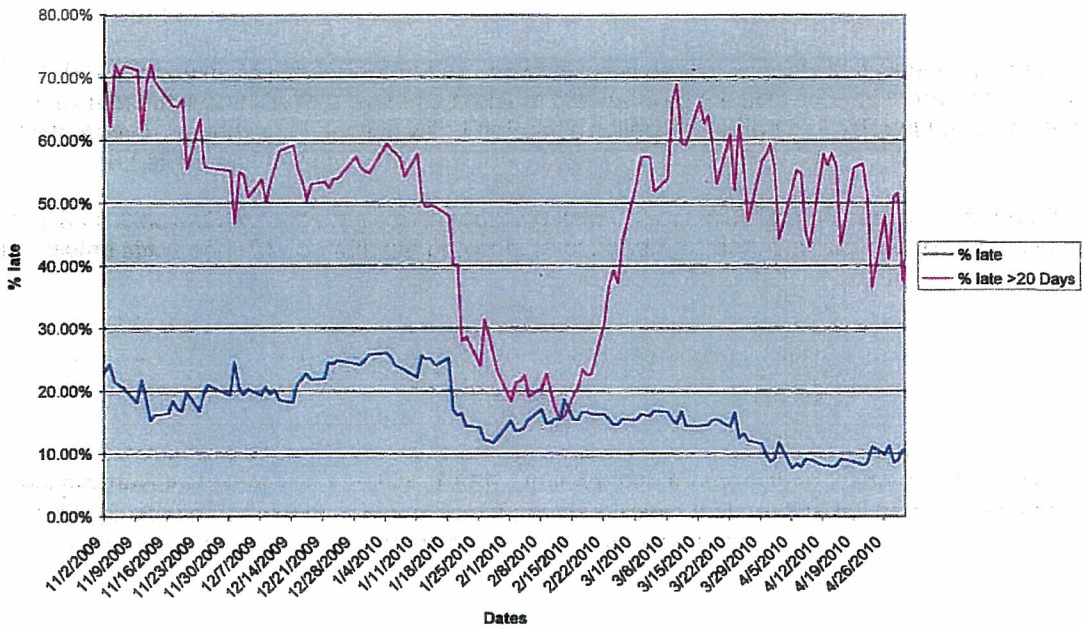




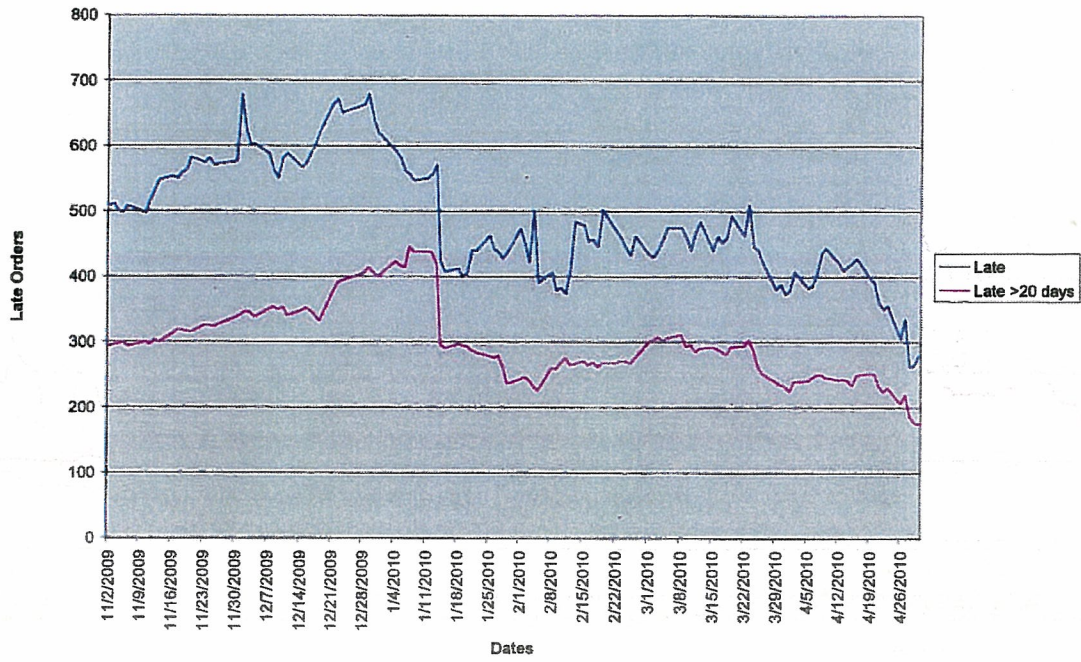
Late Orders -LSRs



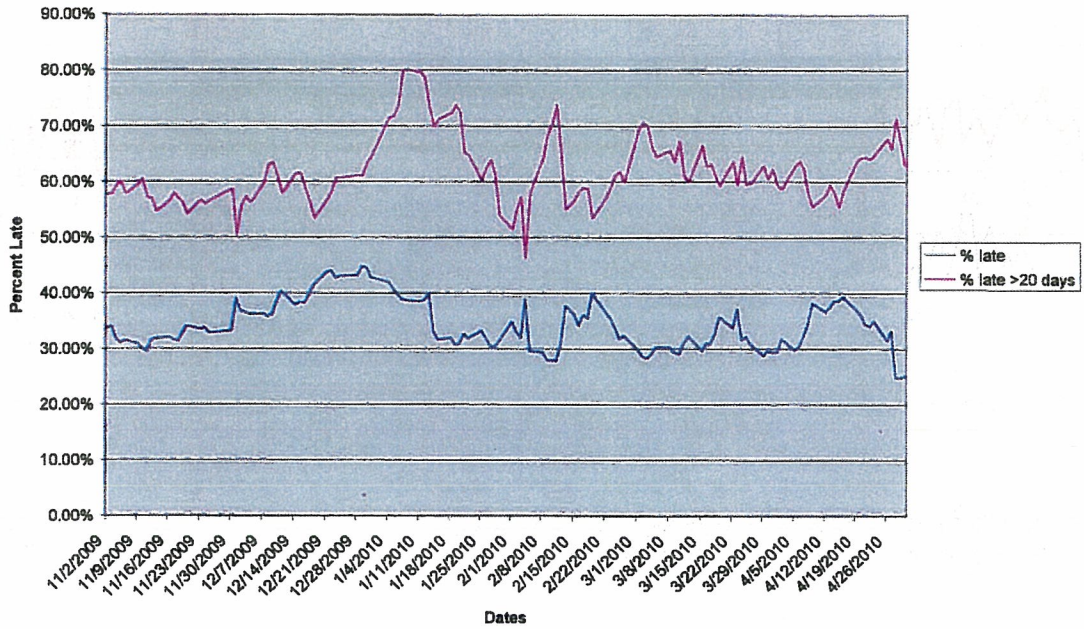
Percent of Pending LSRs that are Late and Percent of Late LSRs that are Late for more than 20 Days



Late Orders - ASR

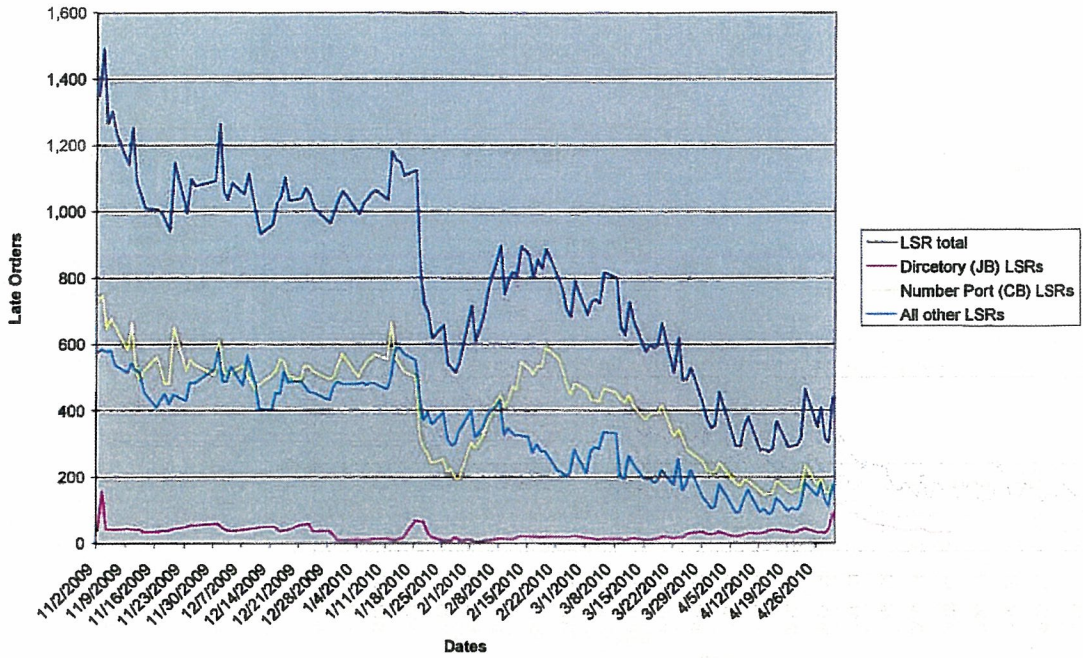


Percent of Pending ASRs that are Late and Percent of Late ASRs that are Late for more than 20 Days

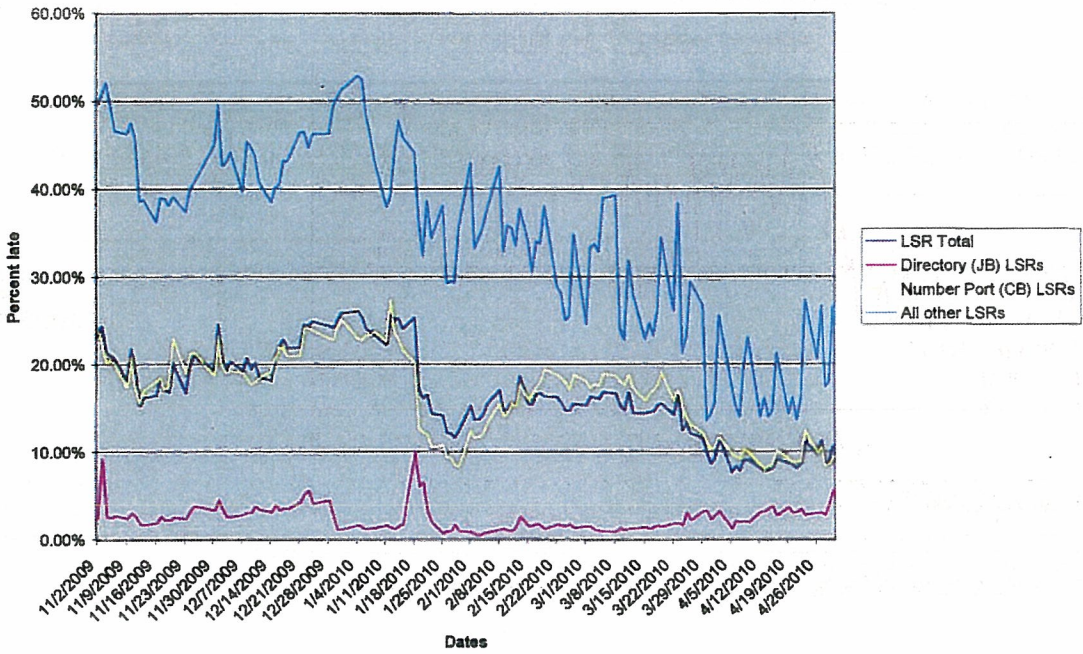




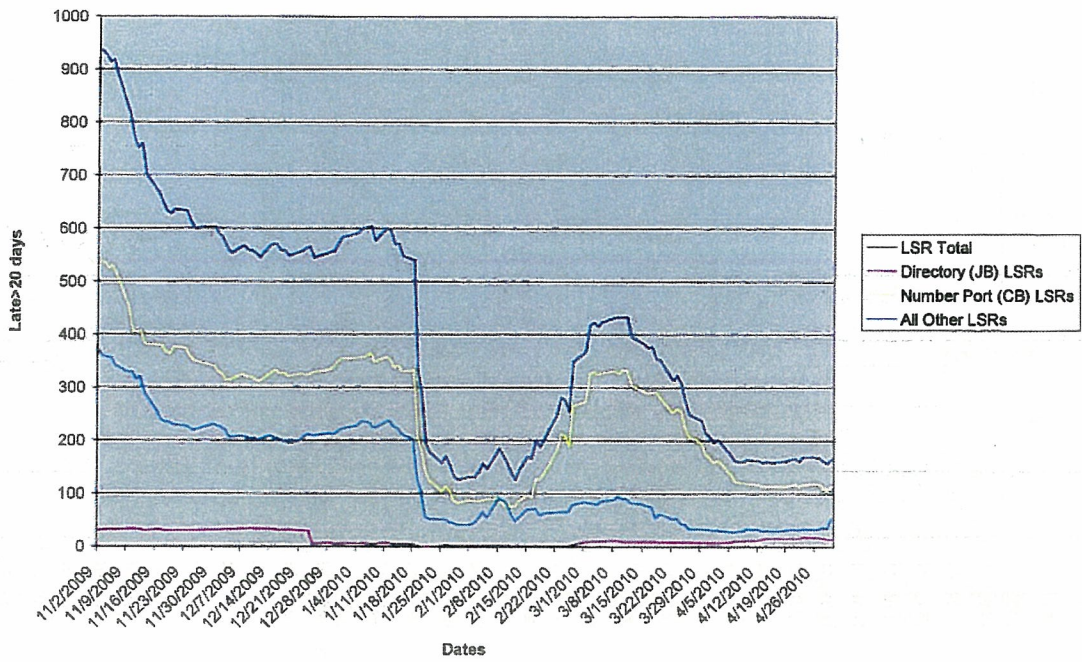
Late LSRs by LSR Order Type



Percentage of Pending LSRs that are Late by LSR OrderType

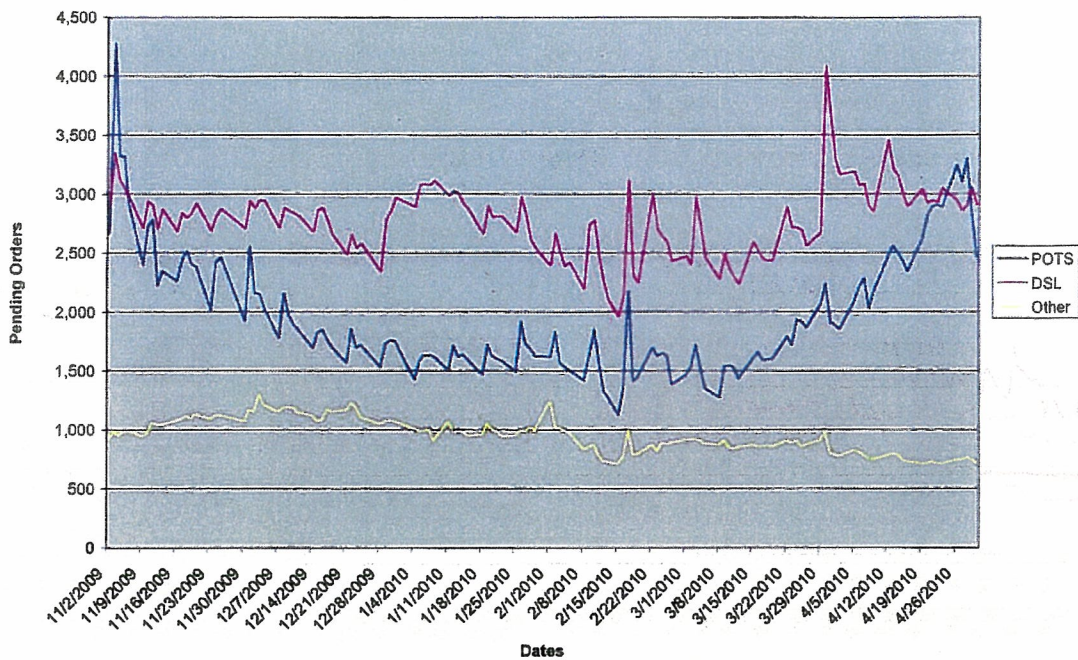


Late LSRs that are Late for more than 20 Days by LSR Order Type





Pending Orders - Retail



Pending Orders - Wholesale

