

**State of New Hampshire
Public Utilities Commission**

**Docket No. DT 10-025
FairPoint Communications, Inc., et al.**

Respondent: Jeffrey W. Allen
Title: Executive Vice President for the
Northern New England
Operations
Objection: By Counsel

REQUEST: Otel Telekom
Set 1
DATED: March 17, 2010

ITEM: OTEL-11 Regarding pages 13-14 of Mr. Allen's testimony:

- a. Please identify and describe in full detail all issues with FairPoint's ability accurately to measure service quality metrics, including but not limited to metrics called for by the C2C Guidelines or PAP.
- b. Please describe in full detail all actions FairPoint is taking to address those issues.
- c. Please describe in full detail all actions FairPoint believes, or that have been recommended to FairPoint, to address those issues.
- d. For each such issue, please specify the date by which FairPoint expects that it will be satisfactorily resolved.

REPLY: OBJECTION. FairPoint objects to OTEL-11 on the grounds that it seeks confidential and/or proprietary business information, disclosure of which would provide competitors with a business advantage. Subject to and without waiving this objection, FairPoint will provide information responsive to parts a., b., and d. of OTEL-11.

- a. FairPoint's metric reporting system, CAMP ("Carrier Analysis Measurement Platform"), is used to report monthly service quality metrics to regulatory bodies in the three Northern New England states as well as monthly PAP/C2C reporting. As with the multiple source systems, this reporting system has been under review since its implementation in February 2009. As issues have been identified, those issues have been triaged and resolved in system deployments

- b. A monthly, iterative, metric-review process is conducted in conjunction with the End-to-End Architecture team. One of the purposes of the review is to improve the efficiency and accuracy of the reporting system. The review consists of a metric-by-metric review of the detailed data behind the results. We look to see whether: the correct product is being reported, the correct data points from the source systems are being used to measure the process, the code used to generate the result is working correctly, and the exclusions called for in the metric definitions are being handled correctly. This process is performed each month and is ongoing.

Deployments to address the issues identified during the metric review process are scheduled monthly on the IT Roadmap.

- c. To date FairPoint has identified 42 potential CAMP reporting-code-related issues, 38 source-system-related issues, and 108 process-related issues that affect the metric results. As of March 17, 2010, we have implemented deployments that address 35 of the code related issues, 12 of the source related issues, and 10 of the process related issues.
- d. The remaining outstanding issues are being researched and if deployment action is required to remedy the issue it will be scheduled accordingly. At the current time, FairPoint has a standing monthly commitment to address any known CAMP issues within that month's IT Roadmap.

The in-depth analysis described above has been completed monthly since November and through March to be completed with the issuance of the February data PAP reports on March 29th. With the April cycle (March data month) we will begin to transition to an ongoing review process that will be similar to the activities under the CDIP project "Metric Remediation." The CDIP Project, however, will focus emphasis on the optimization of performance as related to the goals of metric remediation. Ongoing review of reporting the metrics will continue with monthly validation that the reporting is accurate and consistent with future enhancements in the systems and operational processes.