FairPoint Northern New England

Simplified Metrics Plan

Guidelines

Appendices

Maine
New Hampshire
Vermont

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Appendix A

Provisioning Codes

Provisioning Tables

ORDER TYPE:

Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves from one address to another address
C	Change request to existing service (add or remove features/services)
R	Record Change
D	Disconnect of entire service
F	Disconnect portion of an outside move from the “From” location

Missed Appointment Code (MAC)

When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customer’s premises (customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date
SC	CLEC Not Ready
__	Under Development: CLEC Not Ready – due to late FOC

Company (FairPoint**) Missed Appointment:**

CA	The cable pair from the FairPoint Central Office to the customer premises could not be assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The FairPoint business office taking the request caused the delay (misplaced the order)
CC	A Common Cause that affected a large area caused the delay (Hurricanes/work stoppages)
CF	The assigned cable facility was bad
CL	Not enough FairPoint technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technician’s truck broke down)
CS	The FairPoint Central Office work was not complete (line not programmed)

SWO:

A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal FairPoint service
NS	Special services
NP	FairPoint Coin services
NI	Private Public Pay Phone (not FairPoint)

SELLER TYPE:
A code used to identify orders for Wholesale/Resale/UNE

1	FairPoint Retail
R	Resale
A or C	UNE
P	COIN

RID:
The presence of a Record Inventory Date (RID) indicates a Special Services order.

Service Code Modifier (SCM)

Identifies the service grouping of a special service circuit.

ITEM	*SERVICE ORDER*	*NMP Provisioning Field*	*VALUE*
Dispatch	OCB in STAT section	OCB_COC	='O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<>'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTEGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTEGER
Status complete		STATUS	='55B'
Company services	Line of Business (LOB) indicator	LOB	
Seller	RSID, AECN, or CCAR in ID section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	'W' OR 'X' See: Appointment Type Code (ATC)
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer/Company Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR, SO, SL, SC

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
AA	ANALOG	DS0	N	LE	ANALOG	DS0	A	WF	DIGITAL	DS0	A
AB	DIGITAL	DS0	N	LF	ANALOG	DS0	A	WG	ANALOG	DS0	N
AD	ANALOG	DS0	N	LG	ANALOG	DS0	A	WI	ANALOG	DS0	N
AF	ANALOG	DS0	N	LH	ANALOG	DS0	A	WJ	ANALOG	DS0	A
AI	ANALOG	DS0	N	LJ	ANALOG	DS0	A	WL	ANALOG	DS0	A
AL	ANALOG	DS0	N	LK	ANALOG	DS0	A	WN	ANALOG	DS0	A
AN	ANALOG	DS0	N	LL	ANALOG	DS0	N	WO	ANALOG	DS0	N
AP	ANALOG	DS0	N	LN	ANALOG	DS0	A	WP	ANALOG	DS0	A
AQ	DIGITAL	DS0	N	LP	ANALOG	DS0	A	WQ	ANALOG	DS0	A
AR	DIGITAL	DS0	N	LQ	ANALOG	DS0	A	WR	ANALOG	DS0	A
AT	ANALOG	DS0	N	LR	ANALOG	DS0	A	WS	ANALOG	DS0	N
AU	ANALOG	DS0	N	LS	ANALOG	DS0	N	WU	ANALOG	DS0	N
BA	LCL_SPL	DS0	N	LT	ANALOG	DS0	N	WV	ANALOG	DS0	N
BL	ANALOG	DS0	N	LV	ANALOG	DS0	A	WX	ANALOG	DS0	N
BS	ANALOG	DS0	N	LY	ANALOG	DS0	A	WY	ANALOG	DS0	N
CA	ANALOG	DS0	N	LZ	ANALOG	DS0	A	WZ	ANALOG	DS0	N
CC	DIGITAL	DS0	N	MA	ANALOG	DS0	N	XA	DIGITAL	DS0	A
CE	ANALOG	DS0	N	MC	ANALOG	DS0	N	XB	DIGITAL	DS0	A
CF	ANALOG	DS0	N	ML	ANALOG	DS0	N	XC	DIGITAL	DS0	A
CG	ANALOG	DS0	N	MQ	ANALOG	DS0	A	XD	DIGITAL	DS0	A
CI	ANALOG	DS0	N	MR	ANALOG	DS0	A	XE	DIGITAL	DS0	A
CK	ANALOG	DS0	N	MS	ANALOG	DS0	N	XF	DIGITAL	DS0	A
CL	LCL_SPL	DS0	N	MT	ANALOG	DS0	N	XG	DIGITAL	DS0	A
CN	ANALOG	DS0	N	NA	ANALOG	DS0	N	XH	DIGITAL	DS0	A
CP	ANALOG	DS0	N	NC	ANALOG	DS0	N	XI	DIGITAL	DS0	A
CR	ANALOG	DS0	N	ND	LCL_SPL	DS0	N	XJ	DIGITAL	DS0	A
CS	ANALOG	DS0	N	NQ	ANALOG	DS0	A	XL	ANALOG	DS0	A
CT	ANALOG	DS0	N	NT	ANALOG	DS0	A	XR	DIGITAL	DS0	A
CV	ANALOG	DS0	N	NU	ANALOG	DS0	A	XX	ANALOG	DS0	N
CW	ANALOG	DS0	N	NV	ANALOG	DS0	A	YG	DIGITAL	DS0	A
CX	ANALOG	DS0	N	NW	ANALOG	DS0	A	YN	DIGITAL	DS0	A
CZ	ANALOG	DS0	N	NY	ANALOG	DS0	A	ZA	COMPANY CKTS	DS0	N
DA	DIGITAL	DS0	N	OC	ANALOG	DS0	N	ZC	COMPANY CKTS	DS0	N
DC	DIGITAL	DS0	N	OI	ANALOG	DS0	N	ZD	COMPANY CKTS	DS0	N
DD	ANALOG	DS0	N	ON	ANALOG	DS0	N	ZE	COMPANY CKTS	DS0	N
DI	LCL_SPL	DS0	N	OP	ANALOG	DS0	N	ZF	COMPANY CKTS	DS0	N
DJ	ANALOG	DS0	N	OS	ANALOG	DS0	N	ZM	COMPANY CKTS	DS0	N
DK	ANALOG	DS0	N	PA	ANALOG	DS0	N	ZP	COMPANY CKTS	DS0	N
DL	ANALOG	DS0	N	PB	ANALOG	DS0	A	ZQ	COMPANY CKTS	DS0	N
DM	DIGITAL	DS0	N	PC	DIGITAL	DS0	N	ZS	COMPANY CKTS	DS0	N
DO	LCL_SPL	DS0	N	PD	ANALOG	DS0	N	ZT	COMPANY CKTS	DS0	N
DP	DIGITAL	DS0	N	PE	ANALOG	DS0	A	ZV	COMPANY CKTS	DS0	N

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING, continued

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
DQ	DIGITAL	DS0	N	PF	ANALOG	DS0	A	ZZ	COMPANY CKTS	DS0	N
DR	DIGITAL	DS0	N	PG	ANALOG	DS0	N				
DS	DIGITAL	DS0	N	PI	ANALOG	DS0	N				
DT	ANALOG	DS0	N	PJ	ANALOG	DS0	A	AC	HIGHCAP	DS1	A
DU	ANALOG	DS0	N	PK	ANALOG	DS0	A	AH	HIGHCAP	DS1	A
DW	DIGITAL	DS0	N	PL	ANALOG	DS0	N	AS	HIGHCAP	DS1	N
DX	DIGITAL	DS0	N	PM	ANALOG	DS0	N	CH	HIGHCAP	DS1	N
DY	DIGITAL	DS0	N	PN	ANALOG	DS0	A	DB	HIGHCAP	DS1	N
DZ	DIGITAL	DS0	N	PQ	ANALOG	DS0	A	DF	HIGHCAP	DS1	N
EA	ANALOG	DS0	N	PR	ANALOG	DS0	N	DG	HIGHCAP	DS1	N
EB	ANALOG	DS0	N	PS	ANALOG	DS0	N	DH	HIGHCAP	DS1	N
EC	ANALOG	DS0	N	PT	ANALOG	DS0	N	FL	HIGHCAP	DS1	N
EE	ANALOG	DS0	N	PV	ANALOG	DS0	N	HC	HIGHCAP	DS1	A
EF	ANALOG	DS0	N	PW	ANALOG	DS0	N	HJ	HIGHCAP	DS1	A
EG	ANALOG	DS0	N	PX	LCL_SPL	DS0	N	HK	HIGHCAP	DS1	N
EL	ANALOG	DS0	N	PZ	ANALOG	DS0	N	HL	HIGHCAP	DS1	N
EM	ANALOG	DS0	N	QB	DIGITAL	DS0	N	HN	HIGHCAP	DS1	N
EN	ANALOG	DS0	N	QD	DIGITAL	DS0	N	HU	HIGHCAP	DS1	N
EO	ANALOG	DS0	N	QE	DIGITAL	DS0	N	HX	HIGHCAP	DS1	A
EP	ANALOG	DS0	N	QJ	DIGITAL	DS0	N	IP	HIGHCAP	DS1	N
EQ	ANALOG	DS0	N	QK	DIGITAL	DS0	N	JE	HIGHCAP	DS1	A
ES	ANALOG	DS0	N	QL	DIGITAL	DS0	N	QA	HIGHCAP	DS1	N
EV	ANALOG	DS0	N	QR	DIGITAL	DS0	N	QG	HIGHCAP	DS1	N
EW	ANALOG	DS0	N	QS	DIGITAL	DS0	N	SY	HIGHCAP	DS1	A
EX	ANALOG	DS0	N	QU	ANALOG	DS0	N	TD	HIGHCAP	DS1	A
FA	ANALOG	DS0	N	QY	DIGITAL	DS0	N	TE	HIGHCAP	DS1	A
FD	ANALOG	DS0	N	RA	ANALOG	DS0	N	UF	HIGHCAP	DS1	N
FE	DIGITAL	DS0	N	RC	DIGITAL	DS0	N	UH	HIGHCAP	DS1	N
FF	DIGITAL	DS0	N	RD	ANALOG	DS0	N	UM	HIGHCAP	DS1	N
FP	ANALOG	DS0	N	RE	ANALOG	DS0	N	VS	HIGHCAP	DS1	N
FQ	ANALOG	DS0	N	RG	ANALOG	DS0	N	VW	HIGHCAP	DS1	N
FR	ANALOG	DS0	N	RL	ANALOG	DS0	N	VX	HIGHCAP	DS1	N
FT	ANALOG	DS0	N	RO	ANALOG	DS0	N	VY	HIGHCAP	DS1	N
FV	ANALOG	DS0	N	RS	ANALOG	DS0	N	YB	HIGHCAP	DS1	A
FW	ANALOG	DS0	N	RT	ANALOG	DS0	N	ED	HIGHCAP	DS3	A
FX	ANALOG	DS0	N	SA	ANALOG	DS0	N	EH	HIGHCAP	DS3	A
FZ	ANALOG	DS0	N	SB	ANALOG	DS0	A	EJ	HIGHCAP	DS3	A
GA	DIGITAL	DS0	N	SC	ANALOG	DS0	N	EK	HIGHCAP	DS3	A
GB	DIGITAL	DS0	N	SD	ANALOG	DS0	A	FI	HIGHCAP	DS3	N
GC	DIGITAL	DS0	N	SE	ANALOG	DS0	A	GW	HIGHCAP	DS3	N
GD	DIGITAL	DS0	N	SF	ANALOG	DS0	A	HD	HIGHCAP	DS3	A
GE	DIGITAL	DS0	N	SG	ANALOG	DS0	N	HE	HIGHCAP	DS3	A
GF	DIGITAL	DS0	N	SJ	ANALOG	DS0	A	HF	HIGHCAP	DS3	A
GG	DIGITAL	DS0	N	SK	ANALOG	DS0	N	HG	HIGHCAP	DS3	A
GH	DIGITAL	DS0	N	SL	LCL_SPL	DS0	N	HH	HIGHCAP	DS3	A
GI	DIGITAL	DS0	N	SM	ANALOG	DS0	N	HI	HIGHCAP	DS3	N
GJ	DIGITAL	DS0	N	SN	ANALOG	DS0	N	HT	HIGHCAP	DS3	A
GK	DIGITAL	DS0	N	SQ	ANALOG	DS0	N	HZ	HIGHCAP	DS3	N
GL	DIGITAL	DS0	N	SS	ANALOG	DS0	N	JI	HIGHCAP	DS3	A
GM	DIGITAL	DS0	N	ST	DIGITAL	DS0	N	LI	HIGHCAP	DS3	N
GN	DIGITAL	DS0	N	SV	ANALOG	DS0	A	LM	HIGHCAP	DS3	N
GO	DIGITAL	DS0	N	SZ	ANALOG	DS0	A	LO	HIGHCAP	DS3	N
GP	DIGITAL	DS0	N	TA	ANALOG	DS0	N	LU	HIGHCAP	DS3	N

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING, continued

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
GQ	DIGITAL	DS0	N	TB	ANALOG	DS0	N	LW	HIGHCAP	DS3	N
GR	DIGITAL	DS0	N	TC	ANALOG	DS0	N	LX	HIGHCAP	DS3	A
GS	DIGITAL	DS0	N	TF	ANALOG	DS0	N	MB	HIGHCAP	DS3	N
GT	DIGITAL	DS0	N	TG	ANALOG	DS0	N	MD	HIGHCAP	DS3	N
GU	DIGITAL	DS0	N	TK	LCL_SPL	DS0	N	MF	HIGHCAP	DS3	N
GV	DIGITAL	DS0	N	TL	ANALOG	DS0	N	MI	HIGHCAP	DS3	N
GX	ANALOG	DS0	N	TM	ANALOG	DS0	N	MM	HIGHCAP	DS3	N
GZ	DIGITAL	DS0	N	TN	ANALOG	DS0	N	OA	HIGHCAP	DS3	A
H	ANALOG	DS0	N	TO	ANALOG	DS0	N	OE	HIGHCAP	DS3	A
HA	DIGITAL	DS0	N	TQ	ANALOG	DS0	A	QC	HIGHCAP	DS3	N
HB	DIGITAL	DS0	N	TR	ANALOG	DS0	N	QH	HIGHCAP	DS3	N
HM	DIGITAL	DS0	N	TT	ANALOG	DS0	N	QI	HIGHCAP	DS3	N
HP	DIGITAL	DS0	N	TU	ANALOG	DS0	N	TV	HIGHCAP	DS3	A
HQ	DIGITAL	DS0	N	TW	ANALOG	DS0	A	TZ	HIGHCAP	DS3	A
HR	DIGITAL	DS0	N	TX	ANALOG	DS0	N	VR	HIGHCAP	DS3	N
HS	DIGITAL	DS0	A	TY	ANALOG	DS0	N	YH	HIGHCAP	DS3	A
HV	ANALOG	DS0	N	UN	ANALOG	DS0	N	YI	HIGHCAP	DS3	A
HW	DIGITAL	DS0	N	US	DIGITAL	DS0	N	JJ	HIGHCAP	Other	A
HY	DIGITAL	DS0	N	VF	ANALOG	DS0	N	JK	HIGHCAP	Other	A
IA	DIGITAL	DS0	A	VH	ANALOG	DS0	N	ME	HIGHCAP	Other	N
IB	DIGITAL	DS0	N	VI	ANALOG	DS0	N	MG	HIGHCAP	Other	N
ID	DIGITAL	DS0	N	VM	ANALOG	DS0	N	MH	HIGHCAP	Other	N
IO	ANALOG	DS0	N	VN	ANALOG	DS0	N	MJ	HIGHCAP	Other	N
IT	ANALOG	DS0	N	VT	ANALOG	DS0	N	MK	HIGHCAP	Other	N
KC	ANALOG	DS0	A	WA	ANALOG	DS0	A	MP	HIGHCAP	Other	N
LA	ANALOG	DS0	N	WB	DIGITAL	DS0	A	OB	HIGHCAP	Other	A
LB	ANALOG	DS0	A	WC	DIGITAL	DS0	A	OD	HIGHCAP	Other	A
LC	ANALOG	DS0	A	WD	DIGITAL	DS0	A	OF	HIGHCAP	Other	A
LD	ANALOG	DS0	A	WE	DIGITAL	DS0	A	OG	HIGHCAP	Other	A

Appendix B

Local Number Portability Process

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to FairPoint for a loop hot-cut with LNP. FairPoint returns a FOC to the CLEC with the date and time for the cutover. FairPoint also sends a message via the MetaSolv (M6) (service order activation system) to Neustar/NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the Neustar/NPAC. FairPoint sends the message to Neustar/NPAC after the FOC has been issued on the order. This is mechanized for all orders.

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when it is ready to port, a second message to Neustar/NPAC to activate LNP in real time. FairPoint has observed that most CLECs' initial subscription entered into Neustar/NPAC via M6 contains the date due only. On the date due the CLEC will send an ACTIVATE message to Neustar/NPAC when it is ready to port the FairPoint number. Two basic scenarios may occur:

Scenario 1 - PORT OUT of the FairPoint number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the FairPoint Regional CLEC Co-ordination Center (RCCC) will arrange with internal FairPoint personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date FairPoint will install a 10 digit unconditional trigger on the FairPoint line (During the porting process, FairPoint's policy is to place the 10 digit trigger on all telephone numbers, with the exception of virtual numbers such as DID and distinctive ringing, to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTs (with or without LNP) of unbundled loops, the CLEC is required to have dial tone at its collocation 48 hours before the DD. The RCCC will verify dial tone two days prior to the HOT CUT in the afternoon and notify the CLEC of any problems found. On the due date, the RCCC will notify the CLEC that it is ready to begin the Hot Cut. FairPoint has an obligation to meet FDT and DD within a specific window of time. The window of time is as follows:

1-9 lines	1 hour
10-49 lines	2 hours
50-99 lines	3 hours
100-199 lines	4 hours
200 + lines	8 hours

Exception: Hot Cut conversions involving IDLS have a requirement to be completed within a four (4) hour window. For example, AM = 8:00 AM to 12:00 PM. PM = 1:00 PM to 5:00 PM.
If the CLEC indicates that the port should proceed, FairPoint will cut the loop at the scheduled time (FDT) or AM/PM window if IDLC and report the completion to the CLEC within the appropriate HOT CUT window via telephone. Upon notification of the completion, the CLEC will send a notice to Neustar/NPAC to activate LNP in real time. As long as a trigger has been placed on the FairPoint line, this PORT OUT is under the total control of the CLEC. However, the line should be ported upon notification of the successful HOT CUT to prevent any possible service interruptions.

Scenario 2 - PORT OUT of the FairPoint number NOT associated with an Unbundled Loop HOT CUT:

FairPoint will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the FairPoint switch at 11:59 pm using the FDT. For informational purposes, the CLEC requested work completion time will be carried on the FairPoint service order. At the same time the service orders are issued, FairPoint will send the FOC to the CLEC and the CLEC will create the subscription version in Neustar/NPAC. Since no Hot Cut is involved, once the 10 digit trigger is added to the FairPoint telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes its work by 11:59 PM on the confirmed due date. If the 10-digit trigger is not applied because the FairPoint account has virtual telephone numbers, e.g., DID, then the FDT would govern the porting out activity and FairPoint will handle in the same manner as a Hot Cut by verbal communication.

FairPoint places the 10-digit trigger on all porting orders with the exception of virtual telephone numbers. Virtual telephone numbers are those numbers without OE (office equipment), e.g. DID and remote call forwarding. The 10-digit trigger enables intra-switch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This will happen only if the CLEC has updated the LNP database via a Neustar/NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. FairPoint activates the 10 digit trigger at least 1 day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose. Since DID numbers do not have OE, porting requests for DID service requires coordination between the CLEC and the RCCC at the FDT.

On all ports without a loop and with a trigger, the FairPoint service order will carry a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the FairPoint line is disconnected from the switch.

Appendix C

E911 Updates

ENHANCED 911 DATABASE UPDATES

Background:

The E911 Database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location if the emergency caller is unable to communicate this information orally. to the Public Safety Answering Point (PSAP) attendant.

The E911 Database is maintained by FairPoint in Maine. In New Hampshire the Bureau of Emergency Communications controls and maintains the E911 Database. In Vermont a third party, currently MicroDATA, is contracted to store and maintain the E911 Database. However, the company that provides dial tone for a particular telephone number is responsible for updating the E911 Database when there is service order activity. FairPoint is responsible for updating the E911 Database in all three states for its own customers, for customers of CLECs served by resale of FairPoint's local service, by FairPoint's UNEs or under applicable commercial agreements. Facility based CLECs are responsible for updating the E911 Database for customers that receive dial tone via the CLECs' own switching equipment.

These E911 databases are updated by means of an electronic interface. FairPoint updates the E911 database twice each business day from the FairPoint service order systems through a file transfer protocol. Facilities based CLECs also use a file transfer protocol on a daily basis to update the Maine E911 database. Similar processes are used in New Hampshire and Vermont by all Telephone Service Providers, including FairPoint, to update each respective database.

When FairPoint or any other telephone service provider attempts to update the E911 database in each respective state, the normal process is for the address to be compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is a compilation of Street Address Guides (SAG) created by each municipality. Therefore the MSAG is only as accurate as the information supplied by the municipalities.

For all three states no matter which entity controls and maintains the E911 database if address changes fail validation either because of a discrepancy with the respective MSAG or for some other reason, the E911 Database system generates an error message that identifies the nature of the problem. The Telephone Service Provider attempting to update the E911 Database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association (NENA) called "NENA Recommended Standards for Service Provider Local Number Portability." The donor Telephone Service Provider must issue an "unlock" order to the E911 Database to make the telephone number available to the recipient Telephone Service Provider, and the recipient Telephone Service Provider must issue a "migrate" order to the E911 Database to identify the new provider. The E911 Database does not have the updated customer's Telephone Service Provider's identification code also referred to as a NENA Company ID until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected.

Appendix D

Repair Disposition Codes

All repair codes can be found on the FairPoint website

Disposition Codes:
http://www.fairpoint.com/Images/Cause_Codes_100208_tcm52-5102.pdf

Cause Codes:
http://www.fairpoint.com/Images/Cause_Codes_100208_tcm52-5102.pdf

(Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

Disposition Codes

Disposition Code Table	
Disposition Code	**Trouble was found in:**
03xx	FairPoint Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0391-97	Network Interface Device
04xx	FairPoint Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	FairPoint Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Disposition Code Table	
Disposition Code	**Trouble was found in:**
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within FairPoint's Central Office/IDC applies.

Cause Code Table

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	**Trouble was caused by…….**
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

Appendix E

Statistical Methodology

ME, NH, VT
Statistical Metric Evaluation Procedures

Statistical Metric Evaluation Procedures

Statistical evaluation is used here as a tool to assess whether the FairPoint's wholesale service performance to the Competitive Local Exchange Companies (CLECs) is at least equal in quality to the service performance that the FairPoint provides to itself (i.e., parity). SMP measurements having a parity standard are metrics where both the CLEC and FairPoint performance are reported.[1]

A. Statistical Framework

The statistical tests of the null hypothesis of parity against the alternative hypothesis of non-parity defined in these guidelines use FairPoint and CLEC observational data. The FairPoint and CLEC observations for each month are treated as random samples drawn from operational processes that run over multiple months. The null hypothesis is that the CLEC mean performance is at least equal to or better than the FairPoint mean performance.

Statistical tests should be performed under the following conditions.

1) The data must be reasonably free of measurement/reporting error.

2) The FairPoint to CLEC comparisons should be reasonably like to like.

3) The minimum sample size requirement for statistical testing is met. (Section B)

4) The observations are independent. (Section D)

These conditions are presumed to be met until contrary evidence indicates otherwise.

To the extent that the data and/or operational analysis indicate that additional analysis is warranted, a metric may be taken to the Carrier Working Group for investigation.

B. Sample Size Requirements

The assumptions that underlie the Simplified Metrics Plan (SMP) statistical models include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, the characteristics of the sample may not reasonably represent those of the population. Meaningful statistical analysis may be performed and confident conclusions may be drawn, if the sample size is sufficiently large to minimize the violations of the assumptions underlying the statistical model.

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[1] Section 251(c)(2)(C) of the Telecommunications Act of 1996 states that facilities should be provided to CLECs on a basis "that is at least equal in quality to that provided by the local exchange carrier to itself." Paragraph 3 of Appendix B of FCC Opinion 99-404 states, "Statistical tests can be used as a tool in determining whether a difference in the measured values of two metrics means that the metrics probably measure two different processes, or instead that the two measurements are likely to have been produced by the same process."

The following sample size requirements, based upon both statistical considerations and also some practical judgment, indicate the minimum sample sizes above which parity metric test results (for both counted and measured variables) may permit reasonable statistical conclusions.

The statistical tests defined in these guidelines are valid under the following conditions:

> *If there are only 6 of one group (FairPoint or CLEC), the other must be at least 30.*
> *If there are only 7 of one, the other must be at least 18.*
> *If there are only 8 of one, the other must be at least 14.*
> *If there are only 9 of one, the other must be at least 12.*
> *Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.*

When a parity metric comparison does not meet the above sample size criteria, , a statistical score (Z score equivalent) will not be reported, but rather an "SS" (for Small Sample) will be recorded in the statistical score column; however, the means (or proportions), number of observations and standard deviations (for means only) will be reported.

C. Statistical Testing Procedures

Parity metric measurements that meet the sample size criteria in Section B will be evaluated according to the one-tailed permutation test procedure defined below.

Combine the FairPoint and CLEC observations into one group, where the total number of observations is $n_{FairPoint+}\, n_{clec}$. Take a sufficiently large number of random samples of size n_{clec} (e.g., 500,000). Record the mean of each re-sample of size n_{clec}. Sort the re-sampled means from best to worst (left to right) and compare where on the distribution of re-sampled means the original CLEC mean is located. If 5% or less of the means lie to the right of the reported CLEC mean, then reject the null hypothesis that the original CLEC sample and the original FairPoint sample came from the same population.

If the null hypothesis is correct, a permutation test yields a probability value (*p value)* representing the probability that the difference (or larger) in the FairPoint and CLEC sample means is due to random variation.

Permutation test *p values* are transformed into "Z score equivalents." These "Z score equivalents" refer to the standard normal Z score that has the same probability as the p-values from the permutation test. Specifically, this statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the probability of seeing the reported CLEC mean, or worse, in the distribution of re-sampled permutation test means. A Z score of less than or equal to –1.645 occurs at most 5% of the time under the null hypothesis that the CLEC mean is at least equal to or better than the FairPoint mean. A Z score greater than –1.645 (p-value greater than 5%) supports the belief that the CLEC mean is at least equal to or better than the FairPoint mean. For reporting purposes, Z score equivalents equal to or greater than 5.0000 are displayed on monthly reports as 5.0000. Similarly, values for a Z statistics equal to or less than –5.0000 are displayed as –5.0000.

Alternative computational procedures (i.e., computationally more efficient procedures) may be used to perform measured and counted variable permutation tests so long as those procedures produce the same p-values as would be obtained by the permutation test procedure described above. The results should not vary at or before the fourth decimal place to the Z score equivalent associated with the result generated from the exact permutation test. (i.e., the test based upon the exact number of combinations of n_{clec} from the combined $n_{FairPoint+}\, n_{clec}$).

Measured Variables (i.e., metrics of intervals, such as mean time to repair or average delay days):

The following permutation test procedure is applied to measured variable metrics:

1. Compute and store the mean for the original CLEC data set.
2. Combine the FairPoint and CLEC data to form one data set.
3. Draw a random sample without replacement of size n_{clec} (sample size of original CLEC data) from the combined data set.

    a) Compute the test statistic (re-sampled CLEC mean).
    b) Store the new value of test statistic for comparison with the value obtained from the original observations.
    c) Recombine the data set.

4. Repeat Step 3 enough times such that if the test were re-run many times the results would not vary at or before the fourth decimal place of the reported Z score equivalent (e.g., draw 500,000 re-samples per Step 3).
5. Sort the CLEC means created and stored in Step 3 and Step 4 in ascending order (CLEC means from best to worst).
6. Determine where the original CLEC sample mean is located relative to the collection of re-sampled CLEC sample means. Specifically, compute the percentile of the original CLEC sample mean.
7. Reject the null hypothesis if the percentile of the test statistic (original CLEC mean) for the observations is less than .05 (5%). That is, if 95% or more of the re-sampled CLEC means are better than the original CLEC sample mean, then reject the null hypothesis that the CLEC mean is at least equal to or better than the FairPoint mean. Otherwise, the data support the belief that the CLEC mean is at least equal to or better than the FairPoint mean.
8. Generate the C2C Report "Z Score Equivalent," known in this document as the standard normal Z score that has the same percentile as the test statistic.

Counted Variables (i.e., metrics of proportions, such as percent measures):

A hypergeometric distribution based procedure (a.k.a., Fisher's Exact test)[2] is an appropriate method to evaluate performance for counted metrics where performance is measured in terms of success and failure. Using sample data, the hypergeometric distribution estimates the probability (*p value*) of seeing **at least** the number of failures found in the CLEC sample. In turn, this probability is converted to a Z score equivalent using the inverse of the standard normal cumulative distribution.

The hypergeometric distribution is as follows:

$$p\,value = 1 - \left\{ \sum_{i=\max(0,\{[n_{ilec}\,p_{ilec} + n_{clec}\,p_{clec}] + [n_{clec}] - [n_{ilec} + n_{clec}]\})}^{n_{clec}\,p_{clec} - 1} \frac{\binom{[n_{clec}\,p_{clec} + n_{ilec}\,p_{ilec}]}{i} \binom{[n_{clec} + n_{ilec}] - [n_{clec}\,p_{clec} + n_{ilec}\,p_{ilec}]}{n_{clec} - i}}{\binom{[n_{clec} + n_{ilec}]}{n_{clec}}} \right\}$$

Where:

p value = the probability that the difference in the FairPoint and CLEC sample proportions could have arisen from random variation, assuming the null hypothesis

n_{clec} and $n_{FairPoint}$ = the CLEC and FairPoint sample sizes (i.e., number of failures + number of successes)

p_{clec} and $p_{FairPoint}$ = the proportions of CLEC and FairPoint failed performance, for percentages 10% translates to a 0.10 proportion = number of failures / (number of failures + number of successes)

Either of the following two equations can be used to implement a hypergeometric distribution-based procedure:

The probability of observing **exactly** *fclec* failures is given by:

$$\Pr(i = f_{clec}) = \frac{\binom{(f_{clec} + f_{ilec})}{f_{clec}} \binom{(n_{clec} + n_{ilec}) - (f_{clec} + f_{ilec})}{n_{clec} - f_{clec}}}{\binom{(n_{clec} + n_{ilec})}{n_{clec}}}$$

Where:

f_{clec} = CLEC failures in the chosen sample = $n_{clec}\,p_{clec}$
$f_{FairPoint}$ = FairPoint failures in the chosen sample = $n_{FairPoint}\,p_{FairPoint}$
n_{clec}= size of the CLEC sample
$n_{FairPoint}$= size of the FairPoint sample

Alternatively, the probability of observing **exactly** f_{clec} failures is given by:

[2] This procedure produces the same results as a permutation test of the equality of the means for the ILEC and CLEC distributions of 1s and 0s, where successes are recorded as 0s and failures as 1s.

$$\Pr(i = f_{clec}) = \frac{n_{clec}!\,n_{ilec}!\,f_{total}!\,s_{total}!}{(n_{clec}+n_{ilec})!\,f_{clec}!(n_{clec}-f_{clec})!(f_{total}-f_{clec})!(n_{ilec}-f_{total}+f_{clec})!}$$

Where:

s_{clec} = the number of CLEC successes = $n_{clec}\ (1-p_{clec})$
$s_{FairPoint}$ = the number of FairPoint successes = $n_{FairPoint}\ (1-p_{FairPoint})$
$f_{total} \equiv f_{clec} + f_{FairPoint}$
$s_{total} \equiv s_{clec} + s_{FairPoint}$

The probability of observing f_{clec} **or more** failures [$Pr(i \geq f_{clec})$] is calculated according to the following steps:

1. Calculate the probability of observing exactly f_{clec} using either of the equations above.
2. Calculate the probability of observing all more extreme frequencies than $i = f_{clec}$, conditional on the
    a. total number of successes (s_{total}),
    b. total number of failures (f_{total}),
    c. total number of CLEC observations (n_{clec}), and the
    d. total number of FairPoint observations ($n_{FairPoint}$) remaining fixed.
3. Sum up all of the probabilities for $Pr(i \geq f_{clec})$.
4. If that value is less than or equal to 0.05, then the null hypothesis is rejected.

D. Root Cause/Exceptions

Root Cause: If the permutation test shows an "out-of-parity" condition, the FairPoint may perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, the FairPoint will provide such documentation.

Clustering Exceptions: Due to the definitional nature of the variables used in the performance measures, some comparisons may not meet the requirements for statistical testing. Individual data points may not be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including the FairPoint's troubles, within that individual event, the trouble duration is identical.

Another example of clustering is if a CLEC has a small number of orders in a single location with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs.

Finally, if root cause shows that the difference in performance is the result of CLEC behavior, the FairPoint will identify such behavior and work with the respective CLEC on corrective action.

Another assumption underlying the statistical models used here is the assumption that the data are independent. In some instances, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence contributes to "clustering" of data. Clustering occurs when individual items (orders, troubles, etc.) are clustered together as one single event. This being the case, the FairPoint will have the right to file an exception to

the performance scores in the Wholesale Performance Plan if the following events occur:

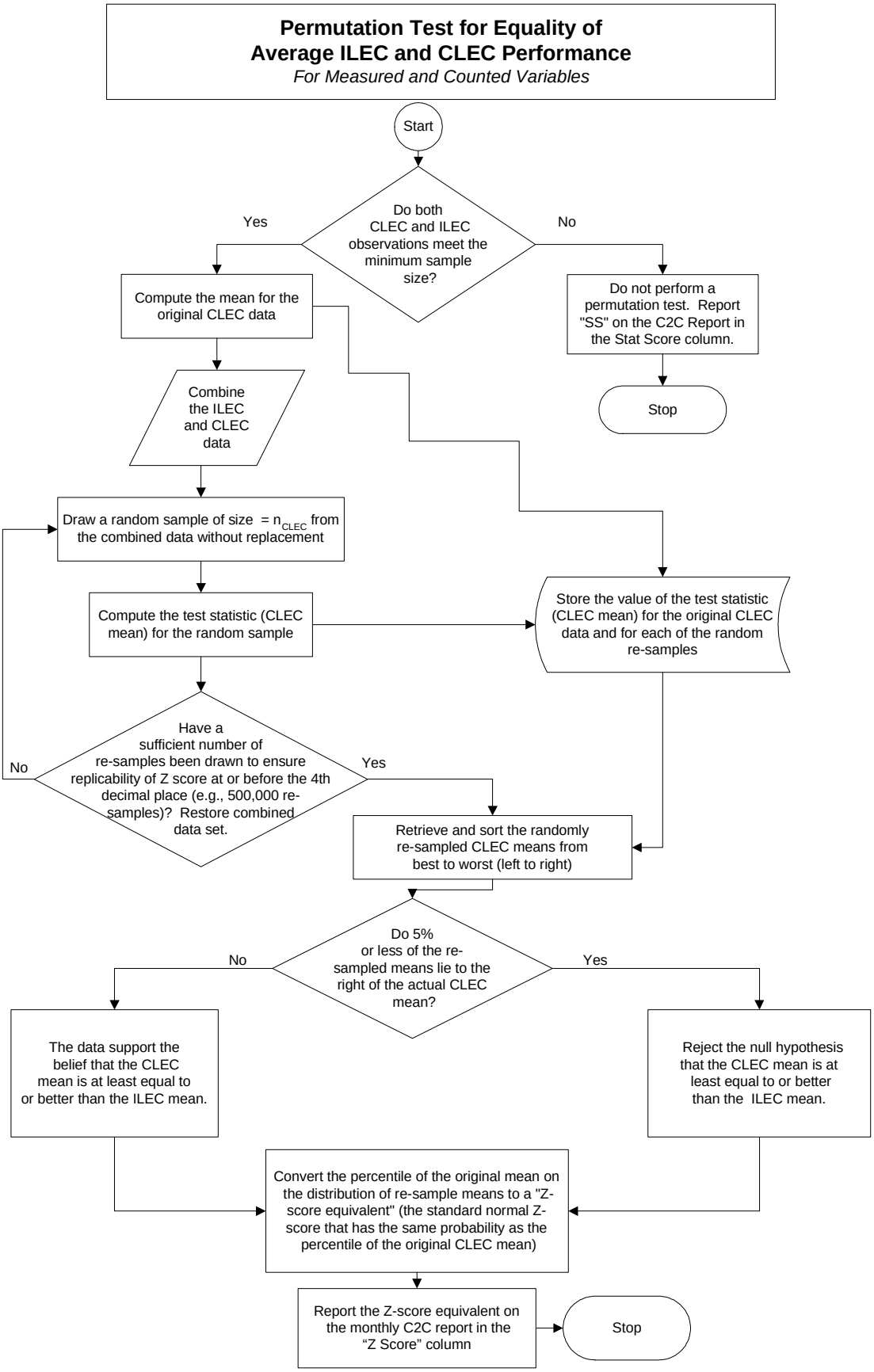
a. Event-Driven Clustering - Cable Failure: If a significant proportion of a CLEC's troubles are in a single cable failure, the FairPoint will provide data demonstrating that all troubles within that failure, including the FairPoint troubles, were resolved in an equivalent manner. Then, the FairPoint also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the FairPoint and the remaining troubles will be compared according to normal statistical methodologies.

b. Location-Driven Clustering - Facility Problems: If a significant proportion of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the FairPoint will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, the FairPoint will provide the provisioning performance with that data excluded from the overall performance for both the CLEC and the FairPoint and the remaining troubles will be compared according to normal statistical methodologies. Additional location-driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. Time-Driven Clustering - Single Day Events: If a significant proportion of CLEC activity, provisioning, or maintenance occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, the FairPoint will provide the data demonstrating the activity is on that day. The FairPoint will compare that single day's performance for the CLEC to the FairPoint's own performance. Then, the FairPoint will provide data with that day excluded from overall performance to demonstrate "parity."

CLEC Actions: If performance for any measure is impacted by unusual CLEC behavior, the FairPoint will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when the FairPoint has missed an appointment. If such action negatively impacts performance, the FairPoint will provide appropriate detailed documentation of the events and communication to the individual CLEC and the Commission.

Documentation: The FairPoint will provide all necessary detailed documentation to support its claim that an exception is warranted, ensuring protection of customer proprietary information, to the CLEC(s) and Commission. FairPoint and CLEC performance details include information on individual trouble reports or orders. For cable failures, the FairPoint will provide appropriate documentation detailing all other troubles associated with that cable failure.


Permutation Test for Equality of
Average ILEC and CLEC Performance
For Measured and Counted Variables
Start
Do both CLEC and ILEC observations meet the minimum sample size?
Yes
No
Compute the mean for the original CLEC data
Do not perform a permutation test. Report "SS" on the C2C Report in the Stat Score column.
Stop
Combine the ILEC and CLEC data
Draw a random sample of size = n_{CLEC} from the combined data without replacement
Compute the test statistic (CLEC mean) for the random sample
Store the value of the test statistic (CLEC mean) for the original CLEC data and for each of the random re-samples
Have a sufficient number of re-samples been drawn to ensure replicability of Z score at or before the 4th decimal place (e.g., 500,000 re-samples)? Restore combined data set.
No
Yes
Retrieve and sort the randomly re-sampled CLEC means from best to worst (left to right)
Do 5% or less of the re-sampled means lie to the right of the actual CLEC mean?
No
Yes
The data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
Reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean.
Convert the percentile of the original mean on the distribution of re-sample means to a "Z-score equivalent" (the standard normal Z-score that has the same probability as the percentile of the original CLEC mean)
Report the Z-score equivalent on the monthly C2C report in the "Z Score" column
Stop

Procedures for testing differences between CLEC and FairPoint performance

1. If the CLEC performance is better than or equal to the FairPoint performance, no testing will be done.
2. If the CLEC performance is worse than the FairPoint performance,
   a. For means: If $n_i \geq 30$, the modified t-test will be used. If $n_i < 30$, the modified t-test will be used until permutation testing can be done in an automated fashion.
   b. For proportions: If $n_i p_i \left(1 - p_i\right) \geq 5$, the modified t-test will be used. Otherwise Fisher's exact test will be used.
   c. For rates: Until the binomial test can be run for all samples in an automated fashion, the following sample size condition will apply: If $nq_{vz} \left(1 - q_{vz}\right) \geq 5$, the modified Z-test described above will be used Otherwise, the binomial test (non-automated) will be used.

Appendix F

Example of SMP Performance Reports in ASCII Format

Field Name	Type	Description	Example
STATE	ALPHA	The state for which performance is being reported	NH
METRIC_MONTH	DATE	The month for which performance is being reported in MM/DD/YYYY format (DD is first day of reported month).	4/1/2012
CLEC_ID	ALPHANUMERIC	The identifier associated with a CLEC (AGGR for Aggregate reporting).	AGGR
METRIC_ID	ALPHANUMERIC	The metric ID for each reported measure in NN-RR-CC-TTTT format where: NN is the domai**n** (Pre-Ordering, Ordering, etc.) RR is the metric numbe**r** (1, 2, etc.) CC is the sub-metri**c** number (01, 02, etc.) TTTT is the produc**t** code (2100, etc.)	PO-1-01-6020
METRIC_DESC	ALPHANUMERIC	The description associated with the performance measure.	Average Response Time - Customer Service Record (CSR)
PRODUCT_DESC	ALPHA	The description associated with the metric product code	EDI
STANDARD	ALPHANUMERIC	The performance standard for the sub-metric	Parity plus <= 4 Seconds
FRP_PERF	NUMERIC	The FairPoint performance	
CLEC_PERF	NUMERIC	The CLEC performance	
FRP_DEN	NUMERIC	The FairPoint denominator	
CLEC_DEN	NUMERIC	The CLEC denominator	
FRP_NUM	NUMERIC	The FairPoint numerator	
CLEC_NUM	NUMERIC	The CLEC numerator	
DIFFERENCE	NUMERIC	The difference between FairPoint and CLEC performance	
STANDARD_DEV	NUMERIC	The standard deviation	
Z_SCORE	NUMERIC	The Z-Score calculation	

Appendix G

Projects Requiring Special Handling

Projects Requiring Special Handling

FairPoint customers have the opportunity to request special handling for unique or large-volume order activity that requires a particular type of coordination which results in defined deviation from normal business practices and system edits on the part of both the customer and FairPoint. This special handling is called a "project"[3] and exists both on the Retail and Wholesale sides of the business. In Retail, a project could be a large POTS to Centrex or PBX conversion that would require coordination between the customer, the FairPoint business office, the FairPoint downstream provisioning forces (central office and field) and FairPoint site support. Negotiated critical dates, times, and customized provisioning and feature packages are part of the effort. In addition to this scenario, examples of Projects requiring special handling for CLECs also include: migrations of many end users to the CLEC's platform acquired simultaneously from either FairPoint or another CLEC in a business acquisition such as a bankruptcy (line or feature changes to an entire CLEC customer base (for example, hundreds of thousands of changes to the PIC or LPIC or blocking of certain types of services); high volumes of hot-cuts in the same central office where special handling and communication between the CLEC and FairPoint is critical; and large jobs involving a large, sensitive customer such as a hospital or government agency. This special handling/coordination is of great benefit to the customer and ensures timely installation on the negotiated due dates and accurate provisioning of requested services associated with a large request or unusual circumstances. This special handling is also of benefit to FairPoint in controlling and managing potentially disrupting workflow.

To serve the CLECs in this area, each FairPoint Wholesale Implementation Team has established a "project group" staffed by representatives and managers. These groups are expert in provisioning these large, complex and sensitive requests. They act as the Single Point of Contact to the CLEC and provide the CLEC a conduit for communications throughout the entire project. The project team works the project LSRs in aggregate, as opposed to random distribution throughout the general Wholesale Service Center representative population. This level of service can provide the CLEC specialized instruction, directions for completing LSRs, up-to-the-minute status, and can eliminate delay and re-work that might normally arise out of a query on an incorrectly filled out LSR. To that end, order information is typically organized and scrubbed to ensure accuracy. This specialized support also facilitates real time correction of facilities issues such as "working pairs" and "no dial tone" situations on a hot-cut.

To the extent that this specialized project support causes FairPoint to miss certain metrics, FairPoint will exclude the PONs associated with the project from specific ordering and provisioning metrics. For example, a CLEC might elect to transmit all orders for the entire project at once yet, schedule the implementation and resulting due dates at varying later times.

[3] This project description does not apply to those orders that FairPoint unilaterally requires a project be established (e.g., routine CLEC to CLEC migrations).

Upon agreement from both FairPoint and the CLEC that the work will be handled as a project the CLEC will transmit either electronically or in writing the following information:

1. A list of PONs to be associated with the project.
2. A unique PON identifier.
3. Start date
4. Approximate completion date
5. A definition of the special handling to be required by the project and the requested deviations from standard business practices due to the project.
6. The state(s) in which the special project PONs will apply.

FairPoint will exclude such PONs from specific metrics as shown in Table A. Table B lists measurements that would only be excluded if circumstances warrant. The metrics and the circumstances for exclusion are identified below. FairPoint will exclude special project PONs from the results for the month if it receives a letter from the CLEC before the 15th of the month. Otherwise, the exclusion will begin in the next reporting month.

Based on the project specifications, including completion criteria, that FairPoint personnel receive (or based on a copy of the CLEC project specifications forwarded by CLEC metrics personnel), FairPoint will at the CLECs request alert the CLEC of potential Table B metric issues as early in the project planning as possible.

FairPoint will provide the affected CLEC and the Commission staff notification of the exclusions via the metrics change control notification process. The change control notification identifies:

1. A list of the specific project PONs to be excluded from the Table B metrics (on a metric by metric basis) associated with the project along with sufficient data to justify the exclusion
2. The data months for which the exclusions will apply.

Should FairPoint and the project requesting CLEC not agree on metrics to be excluded, FairPoint will initiate the Wholesale Metrics Change Control and the project will proceed. FairPoint and the CLEC will attempt to resolve the metrics issue on a business-to-business basis.

Projects requiring special handling will be excluded from the following metrics as appropriate:

TABLE A

Metric #	*Metric Name*	*Circumstances for exclusion*
OR-1	Order Confirmation Timeliness	For manually handled orders. Any special handling will require special resources and handling within FairPoint's WSC. Orders that flow through will not be excluded from OR-1.
OR-2	Reject Timeliness	For manually handled orders. Any special handling will require special resources and handling within FairPoint's WSC. Orders that automatically reject (flow through) will not be excluded from OR-2.

Projects requiring special handling will be excluded from the following metrics if circumstances warrant. This will be determined on a case-by-case basis and/or at the CLEC's request when the project is being negotiated. FairPoint will notify the CLEC of the metric exclusion through the Metrics Change Control process.

TABLE B

Metric #	*Metric Name*	*Circumstances for exclusion*
OR-5	Percent Flow Through	An order that would in normal circumstances flow through, but does not because manual handling is required for the special project would be excluded
PR-6	Installation Quality	In situations where testing or cooperative testing can not occur through the normal process

FairPoint Communications

Bold = WPP metric

FairPoint Simplified Metrics Plan Performance Report - Aggregate Public Version

STATE	METRIC_MONTH	CLEC_ID	METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	FRP_PERF	CLEC_PERF	FRP_DEN	CLEC_DEN	FRP_NUM	CLEC_NUM	DIFFERENCE	STANDARD_DEV	Z_SCORE	Met	Miss	Qual'd Misses
NH	1-Aug-09	AGGR	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	4.5 Seconds												
NH	1-Aug-09	AGGR	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	6.5 Seconds												
NH	1-Aug-09	AGGR	PO-1-03-6020	Average Response Time - Address Validation	EDI	9 Seconds												
NH	1-Aug-09	AGGR	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	10 Seconds												
NH	1-Aug-09	AGGR	PO-1-05-6020	Average Response Time - Telephone Number Availability & Reservation	EDI	9 Seconds												
NH	1-Aug-09	AGGR	PO-1-05-6050	Average Response Time - Telephone Number Availability & Reservation	WEB GUI/LSI/W	10 Seconds												
NH	1-Aug-09	AGGR	PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	4.5 Seconds												
NH	1-Aug-09	AGGR	PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - xDSL	WEB GUI/LSI/W	6.5 Seconds												
NH	1-Aug-09	AGGR	PO-1-09-6020	Average Response Time - Parsed CSR	EDI	4.5 Seconds												
NH	1-Aug-09	AGGR	PO-1-11-6020	% Response Time > 14 Seconds - Customer Service Record (CSR)	EDI	No Standard												
NH	1-Aug-09	AGGR	PO-1-11-6050	% Response Time > 14 Seconds - Customer Service Record (CSR)	WEB GUI/LSI/W	No Standard												
NH	1-Aug-09	AGGR	PO-1-13-6020	% Response Time > 20 Seconds - Address Validation	EDI	No Standard												
NH	1-Aug-09	AGGR	PO-1-13-6050	% Response Time > 20 Seconds - Address Validation	WEB GUI/LSI/W	No Standard												
NH	1-Aug-09	AGGR	PO-1-16-6020	% Response Time > 14 Seconds- Mech. Loop Qualification – xDSL	EDI	No Standard												
NH	1-Aug-09	AGGR	PO-1-16-6050	% Response Time > 14 Seconds- Mech. Loop Qualification – xDSL	WEB GUI/LSI/W	No Standard												
NH	**1-Aug-09**	**AGGR**	**PO-2-02-6020**	**OSS Interface Availability - Prime Time**	**EDI**	**>=99.5%**												
NH	**1-Aug-09**	**AGGR**	**PO-2-02-6050**	**OSS Interface Availability - Prime Time**	**Web GUI**	**>=99.5%**												
NH	**1-Aug-09**	**AGGR**	**OR-1-02-2100**	**% On Time LSRC - Flow Through**	**Resale POTS**	**95% within 2 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-1-02-3331**	**% On Time LSRC - Flow Through**	**UNE Loop/Pre-qualified Complex/LNP**	**95% within 2 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-1-04-2100**	**% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)**	**Resale POTS**	**95% within 24 Hours**												
NH	**1-Aug-09**	**AGGR**	**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**												
NH	**1-Aug-09**	**AGGR**	**OR-1-04-3342**	**% On Time LSRC/ASRC - No Facility Check (Electronic - No Flow Through)**	**UNE 2-Wire xDSL Loops**	**95% within 24 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-1-06-2100**	**% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)**	**Resale POTS**	**95% within 72 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-1-06-3200**	**% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)**	**UNE Specials**	**95% within five business days**												
NH	**1-Aug-09**	**AGGR**	**OR-1-06-3331**	**% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)**	**UNE Loop/Pre-qualified Complex/LNP**	**95% within 72 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-1-06-3342**	**% On Time LSRC/ASRC - Facility Check (Electronic - No Flow-through)**	**UNE 2-Wire xDSL Loops**	**95% within 72 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-1-12-5020**	**% On Time FOC**	**Inter. Trunks (CLEC) (<= 192 Fcst'd Trunks)**	**95% on time 10 Business Days**												
NH	1-Aug-09	AGGR	OR-1-12-5030	% On Time FOC	Inter. Trunks (CLEC) (> 192 Fcst'd Trunks)	Negotiated Process												
NH	**1-Aug-09**	**AGGR**	**OR-1-13-5000**	**% On Time Design Layout Record (DLR)**	**Interconnection Trunks (CLEC)**	**95% on time**												
NH	**1-Aug-09**	**AGGR**	**OR-2-02-2100**	**% On Time LSR Reject (Flow-Through)**	**Resale POTS**	**95% within 2 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-2-02-3331**	**% On Time LSR Reject (Flow-Through)**	**UNE Loop/Pre-qualified Complex/LNP**	**95% within 2 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-2-04-2100**	**% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)**	**Resale POTS**	**95% within 24 Hours**												
NH	**1-Aug-09**	**AGGR**	**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**												
NH	**1-Aug-09**	**AGGR**	**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**												
NH	**1-Aug-09**	**AGGR**	**OR-2-06-2100**	**% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)**	**Resale POTS**	**95% within 72 Hours**												
NH	**1-Aug-09**	**AGGR**	**OR-2-06-3200**	**% On Time LSRC/ASRC Reject - Facility Check (Electronic - No Flow-through)**	**UNE Specials**	**95% within five business days**												
NH	**1-Aug-09**	**AGGR**	**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**												
NH	1-Aug-09	AGGR	OR-2-06-3342	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE 2-Wire xDSL Loops	95% within 72 Hours												
NH	**1-Aug-09**	**AGGR**	**OR-2-12-5020**	**% On Time Trunk ASR Reject**	**Interconnection Trunks (CLEC) (<= 192 Forecasted**	**95% less than or equal to seven (7) business days**												
NH	1-Aug-09	AGGR	OR-2-12-5030	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (> 192 Forecasted Trun	Negotiated Process												
NH	**1-Aug-09**	**AGGR**	**OR-4-16-1000**	**% Provisioning Completion Notifiers sent within one (1) Business Day**	**EDI**	**95% of PCNs sent within one (1) business day**												
NH	1-Aug-09	AGGR	OR-5-03-2000	% Flow Through Achieved	Resale	95% for % flow-through achieved												
NH	1-Aug-09	AGGR	OR-5-03-3112	% Flow Through Achieved	UNE POTS - Loop	95% for % flow through achieved												
NH	1-Aug-09	AGGR	OR-5-03-3121	% Flow Through Achieved	UNE POTS - Other	95% for % flow through achieved												
NH	**1-Aug-09**	**AGGR**	**PR-4-01-3211**	**% Missed Appointment - FairPoint - Total**	**UNE Specials DS1**	**Parity with FP Retail**												
NH	**1-Aug-09**	**AGGR**	**PR-4-01-3213**	**% Missed Appointment - FairPoint - Total**	**UNE Specials DS3**	**Parity with FP Retail**												
NH	**1-Aug-09**	**AGGR**	**PR-4-04-2100**	**% Missed Appointment - FairPoint - Dispatch**	**Resale POTS Total**	**Parity with FP Retail**												
NH	**1-Aug-09**	**AGGR**	**PR-4-04-3113**	**% Missed Appointment - FairPoint - Dispatch**	**UNE POTS LOOP New**	**Parity with FP Retail**												
NH	**1-Aug-09**	**AGGR**	**PR-4-05-2100**	**% Missed Appointment - FairPoint - No Dispatch**	**Resale POTS Total**	**Parity with FP Retail**												
NH	**1-Aug-09**	**AGGR**	**PR-4-05-3113**	**% Missed Appointment - FairPoint - No Dispatch**	**UNE POTS LOOP New**	**Parity with FP Retail**												
NH	1-Aug-09	AGGR	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP	95% on time												
NH	**1-Aug-09**	**AGGR**	**PR-4-14-3342**	**% Completed On Time - 2-Wire xDSL**	**UNE 2-Wire xDSL Loops**	**95% on time**												
NH	**1-Aug-09**	**AGGR**	**PR-4-15-5000**	**% On Time Provisioning - Trunks**	**Interconnection Trunks (CLEC)**	**95% on time**												
NH	**1-Aug-09**	**AGGR**	**PR-6-01-2100**	**% Installation Troubles reported within 30 Days**	**Resale POTS**	**Parity with FP Retail for Found Troubles**												
NH	**1-Aug-09**	**AGGR**	**PR-6-01-3113**	**% Installation Troubles reported within 30 Days**	**UNE POTS LOOP New**	**Parity with FP Retail for Found Troubles**												
NH	**1-Aug-09**	**AGGR**	**PR-6-01-3200**	**% Installation Troubles reported within 30 Days**	**UNE Specials**	**Parity with FP Retail for Found Troubles**												
NH	**1-Aug-09**	**AGGR**	**PR-6-01-3342**	**% Installation Troubles reported within 30 Days**	**UNE 2-Wire xDSL Loops**	**Parity with FP Retail for Found Troubles**												
NH	**1-Aug-09**	**AGGR**	**PR-6-01-5000**	**% Installation Troubles reported within 30 Days**	**Interconnection Trunks (CLEC)**	**Parity with FP Retail for Found Troubles**												
NH	**1-Aug-09**	**AGGR**	**PR-6-02-3520**	**% Installation Troubles reported within seven (7) Days**	**UNE Loop Basic Hot Cut (all line size)**	**≤2%**												
NH	1-Aug-09	AGGR	PR-8-01-2100	Percent Open Orders in a Hold Status > 30 Days	Resale POTS	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	PR-8-01-3200	Percent Open Orders in a Hold Status > 30 Days	UNE Specials	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	PR-8-01-3112	Percent Open Orders in a Hold Status > 30 Days	UNE POTS Loop	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnection Trunks (CLEC)	Parity with FairPoint Retail												
NH	**1-Aug-09**	**AGGR**	**PR-9-01-3520**	**% On Time Performance - Hot Cut**	**UNE Loop - Basic Hot Cut (all line size)**	**95% Completed Within Window**												
NH	**1-Aug-09**	**AGGR**	**PR-9-08-3533**	**Average Duration of Hot Cut Installation Troubles**	**UNE POTS - Loop - Hot Cut Total**	**Parity with FairPoint Retail**												
NH	1-Aug-09	AGGR	MR-2-01-3200	Network Trouble Report Rate	UNE Specials	No Standard												
NH	1-Aug-09	AGGR	MR-2-02-2100	Network Trouble Report Rate - Loop	Resale POTS	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-2-02-3112	Network Trouble Report Rate - Loop	UNE POTS Loop	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-2-02-3342	Network Trouble Report Rate - Loop	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-2-03-2100	Network Trouble Report Rate - Central Office	Resale POTS	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-2-03-3112	Network Trouble Report Rate - Central Office	UNE POTS Loop	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-2-03-3342	Network Trouble Report Rate - Central Office	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail												
NH	**1-Aug-09**	**AGGR**	**MR-3-01-2110**	**% Missed Repair Appointment - Loop**	**Resale POTS Business**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-3-01-2120**	**% Missed Repair Appointment - Loop**	**Resale POTS Residence**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-3-01-3112**	**% Missed Repair Appointment - Loop**	**UNE POTS Loop**	**Parity with FairPoint Retail**												

Bold = WPP metric

FairPoint Simplified Metrics Plan Performance Report - Aggregate Public Version

STATE	METRIC_MONTH	CLEC_ID	METRIC_ID	METRIC_DESC	PRODUCT_DESC	STANDARD	FRP_PERF	CLEC_PERF	FRP_DEN	CLEC_DEN	FRP_NUM	CLEC_NUM	DIFFERENCE	STANDARD_DEV	Z_SCORE	Met	Miss	Qual'd Misses
NH	**1-Aug-09**	**AGGR**	**MR-3-01-3342**	**% Missed Repair Appointment - Loop**	**UNE 2-Wire xDSL Loops**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-3-02-2110**	**% Missed Repair Appointment - Central Office**	**Resale POTS Business**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-3-02-2120**	**% Missed Repair Appointment - Central Office**	**Resale POTS Residence**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-3-02-3112**	**% Missed Repair Appointment - Central Office**	**UNE POTS Loop**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-3-02-3342**	**% Missed Repair Appointment - Central Office**	**UNE 2-Wire xDSL Loops**	**Parity with FairPoint Retail**												
NH	1-Aug-09	AGGR	MR-4-01-3217	Mean Time To Repair - Total	UNE Specials DS1 and DS3	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Business	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Residence	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE POTS Loop	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Business	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Residence	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE POTS Loop	Parity with FairPoint Retail												
NH	1-Aug-09	AGGR	MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2-Wire xDSL Loops	Parity with FairPoint Retail												
NH	**1-Aug-09**	**AGGR**	**MR-4-08-2110**	**% Out of Service > 24 Hours**	**Resale POTS Business**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-4-08-2120**	**% Out of Service > 24 Hours**	**Resale POTS Residence**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-4-08-3112**	**% Out of Service > 24 Hours**	**UNE POTS Loop**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-4-08-3217**	**% Out of Service > 24 Hours**	**UNE Specials (DS1 & DS3)**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-4-08-3342**	**% Out of Service > 24 Hours**	**UNE 2-Wire xDSL Loops**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-5-01-2100**	**% Repeat Reports within 30 Days**	**Resale POTS**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-5-01-3112**	**% Repeat Reports within 30 Days**	**UNE POTS Loop**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-5-01-3200**	**% Repeat Reports within 30 Days**	**UNE Specials**	**Parity with FairPoint Retail**												
NH	**1-Aug-09**	**AGGR**	**MR-5-01-3342**	**% Repeat Reports within 30 Days**	**UNE 2-Wire xDSL Loops**	**Parity with FairPoint Retail**												
NH	1-Aug-09	AGGR	NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	CLEC Trunks	No Standard												
NH	1-Aug-09	AGGR	NP-1-02-5000	% Final Trunk Groups Exceeding Blocking Standard (No Exclusions)	CLEC Trunks	No Standard												
NH	1-Aug-09	AGGR	NP-1-03-5000	Number Final Trunk Groups Exceeding Blocking Standard - Two (2) Months	CLEC Trunks	No Standard												
NH	1-Aug-09	AGGR	NP-1-04-5000	Number Final Trunk Groups Exceeding Blocking Standard - Three (3) Months	CLEC Trunks	No Standard												
NH	1-Aug-09	AGGR	NP-2-01-6701	% On Time Response to Request for Physical Collocation	Collocation - New Applications	95% on time												
NH	1-Aug-09	AGGR	NP-2-01-6702	% On Time Response to Request for Physical Collocation	Collocation - Augment Applications	95% on time												
NH	1-Aug-09	AGGR	NP-2-05-6701	% On Time - Physical Collocation	Collocation - New Applications	95% on time												
NH	1-Aug-09	AGGR	NP-2-05-6702	% On Time - Physical Collocation	Collocation - Augment Applications	95% on time												
NH	1-Aug-09	AGGR	BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE combined	95% in four (4) Business Days												
NH	1-Aug-09	AGGR	BI-2-01-1000	Timeliness of Carrier Bill	Resale & UNE combined	98% in 10 Business Days												
NH	**1-Aug-09**	**AGGR**	**BI-3-04-1000**	**% CLEC Billing Claims Acknowledged within two (2) Business Days**	**Resale & UNE combined**	**95% within two (2) business days after receipt**												
NH	**1-Aug-09**	**AGGR**	**BI-3-05-1000**	**% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment**	**Resale & UNE combined**	**95% within 28 Calendar Days after acknowledgement**												
NH	1-Aug-09	AGGR	BI-3-08-1000	% CLEC Billing Claim Adjustments Appearing on the Bill within 45 days	Resale & UNE combined	97.5% within 45 calendar days												