FairPoint Northern New England

Simplified Metrics Plan

Guidelines

And

Performance Reports

Maine
New Hampshire
Vermont

Table of Contents

Appendices:

A   Provisioning Codes

B   Local Number Portability Process

C   E911

D   Repair Disposition Codes

E   Statistical Methodology

F   Example of SMP performance reports in ASCII format

G   Projects Requiring Special Handling

INTRODUCTION

This document and its appendices describe the wholesale metrics and performance standards applicable to Northern New England Telephone Operations, LLC, and Telephone Operating Company of Vermont, LLC, collectively "FairPoint Northern New England" or "FairPoint." The entire contents of this document and its supporting appendices are referred to as the "Simplified Metrics Plan Guidelines" or "SMP Guidelines" or "Guidelines." The "Simplified Metrics Plan Performance Reports" produced in accordance with the Guidelines are referred to as the "SMP Performance Reports" or "SMP Reports." The SMP Guidelines and SMP Reports replace in their entirety the Carrier-To-Carrier ("C2C") Guidelines and C2C Reports that were formerly used to measure and report FairPoint's wholesale services performance.

Sections 1 through 6 of this document provide detailed descriptions of each metric and sub-metric applicable to the functions of pre-ordering, ordering, provisioning, maintenance and repair, network performance, and billing. The remaining sections and appendices provide materials and information that support the administration of the SMP Guidelines and Reports.

For each state, CLEC-specific and state aggregate SMP Performance Reports will be produced pursuant to the Guidelines on a monthly basis. Any CLEC that wants to obtain its CLEC-specific report must update its CLEC profile with FairPoint to make the appropriate arrangements to receive the report.

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	8
PO-2	OSS Interface Availability	1

Function:
PO-1 Response Time OSS Pre-Ordering Interface

Definition:
This metric measures the response time of the OSS Pre-Ordering Interface. **Response Time:** For metrics PO-1-01 through 1-06, and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a successful Pre-Order transaction. **Note:** Successful transactions are those where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information. For CLEC transactions, response time is measured from receipt of the request at FairPoint's interface to the time that the response is sent to the CLEC. **Rejected Query:** A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Exclusions:
Transactions from Carriers that are not CLECs. Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period. The major holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Refer to the URL matrix at the end of the SMP guidelines to obtain the URL for the current year's holiday schedule in effect at the time of the compliance filing. The information contained on the URL identifies the actual date the holiday is observed. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the PDF file. **Note:** If response time aberrations occur due to network failures FairPoint notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:
        PO-1-01, PO-1-06 and PO-1-09 for EDI: 4.5 seconds
        PO-1-03 and PO-1-05 for EDI: 9 seconds
        PO-1-01, PO-1-06 WEB GUI: 6.5 seconds
        PO-1-03 and PO-1-05 for WEB GUI: 10 seconds
        PO-1-11, PO-1-13 and PO-1-16: No standard, used to evaluate average response time.

Methodology:
The measurements for all PO-1 metrics are derived from actual production transactions for CLEC transactions Data is reported based on transactions occurring between 8:00AM and 6:00PM Monday through Friday, *excluding* New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Report Dimensions:	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Products	• EDI • WEB GUI **Note:** Metric PO-1-09 ***Parsed CSR*** does not go through the WEB GUI; therefore, sub-metric PO-1-09 does not report WEB GUI results.	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions. .	Number of CSR transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – xDSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-09	**Average Response Time - Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions	Number of Parsed CSR transactions.
PO-1-11	**% Response Time > 14 Seconds - Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Number of CSR transaction responses greater than 14 Seconds	Number of CSR transactions.
PO-1-13	**% Response Time > 20 Seconds - Address Validation**	
Calculation	**Numerator**	**Denominator**
	Number of Address Validation transaction responses greater than 20 seconds	Number of Address Validation transactions.
PO-1-16	**% Response Time > 14 Seconds- Mech. Loop Qualification – xDSL**	
Calculation	**Numerator**	**Denominator**
	Number of Mechanized Loop Qualification transaction responses greater than 14 seconds	Number of Mechanized Loop Qualification transactions.

Function:		
PO-2 OSS Interface Availability		

Definition:

This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability.

Scheduled Availability is as follows:
WEBGUI and EDI:

- Prime Time: 06:00:00 to 23:59:59 EST Monday through Saturday, ***excluding*** major Holidays

Note: The number of downtime hours is noted in the Simplified Metric Plan (SMP) reports under the ***Observations*** column heading.

Separate measurements are performed for each of the following: EDI and WEBGUI. Each availability interface is measured separately with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI or WEBGUI) varies as needed, however, the metric calculations performed for each interface includes the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored into the calculation.

Exclusions:

The following exclusions apply:
- Troubles reported but not found in FairPoint's interfaces.
- Troubles reported by a CLEC that were not reported to FairPoint's designated trouble reporting center.
- Scheduled interface downtime for major system releases where CLECs were provided with advanced notification of the downtime in compliance with FairPoint's Change Management Guidelines.
- Major Holidays. The major holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Refer to the URL matrix at the end of the SMP guidelines to obtain the URL for the current year's holiday schedule in effect at the time of the compliance filing. The information contained on the URL identifies the actual date the holiday is observed.

Performance Standard:

PO-2-02: $\geq$ 99.5%

Methodology – PO-2 OSS Availability

FairPoint calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Service Center (WSC)) and Wholesale Help Desk (WHD)). FairPoint measures CLEC reported outages, based on actual reported time frames.

The Wholesale Help Desk receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. FairPoint reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. The calculation is supplemented with outages captured by Synchronoss NOC or other FairPoint similar affirmative monitoring to calculate the final metric results.

The methodology is as follows: Synchronoss NOC is used as an alarm for system availability and supplements CLEC reported outages for EDI, and VFO GUI only. If no CLEC reported an outage, but Synchronoss NOC detected an outage, the outage is included as if the entire CLEC population experienced the outage.

The Synchronoss NOC data is compared to the actual CLEC reported outages, and matched up according to the outages reported time frame. If the Synchronoss NOC time frame matches the actual reported outage (from the WHD) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the Synchronoss NOC results with the CLEC reported outages indicates that a time-frame is overlapping, then FairPoint uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result. Availability is calculated by dividing the total number of outage minutes reported in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 1080 minutes in an 18-hour period. If one hours is seen as an outage then 60 minutes is seen as lack of successful transactions, then availability equals 100- (60/1080 X 100) = 94.44% Availability.

Trouble Logs: FairPoint will make FairPoint's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

PO-2 Formula:

(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.

For example (assuming all processing complexes are scheduled to be operational for the entire month):

Step One: Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.

Step Two: Determine number of outage minutes in a month.

Step Three: [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] X 100 = Prime-Time Availability %

Report Dimensions:

Company:	Geography:
• CLEC Aggregate	• ME, NH, VT (Combined)

Products	• EDI
	• Web GUI

Sub-Metrics - PO-2 OSS Interface Availability		
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.	Total number of scheduled prime-time hours in the month for all available processing complexes.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	5
OR-2	Reject Timeliness	4
OR-4	Timeliness of Completion Notification	2
OR-5	Percent Flow-Through	1

Function:
OR-1 Order Confirmation Timeliness

Definition:

This metric measures Order Confirmation Timeliness.

Resale and UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (FairPoint Ordering Interface) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. **Note:** Orders are considered distributed at the time FairPoint sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within FairPoint's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) new lines

Facility Checks ; Orders for UNE Specials DS1 DS0 EEL and above are submitted via ASR. All of these ASR orders get facility checks through the MetaSolv (M6) system. FairPoint does not require a facility check on ASR orders for specials if the order is for a disconnect.

Related PONs: When a CLEC designates RPONs, the FOC/LSC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each supplemented order.

Notes:
(1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR.
(2) FairPoint includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to FairPoint's error in initial confirmation in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders.
(3) If no order confirmation time exists due to a missing order confirmation, FairPoint will use the completion notification time.
(4) The Ordering sub-metrics data reported in the monthly SMP reports only include orders confirmed in the calendar month.
(5) The Pre-Qualified Complex category includes 2-Wire xDSL Loop orders that were pre-qualified.
(6) ASR requests that have the **RTR** field populated with a code that indicates the CLEC requested that no confirmation/response be sent are not counted in the OR-1 confirmation timeliness metrics.
(7) Flow Through Orders are received electronically through the ordering interface and are entered into M6 and confirmed with no manual intervention

Exclusions:		

Resale and UNE:
- FairPoint Test Orders
- Faxed orders
- Weekend and holiday hours (other than flow-through):
  - Weekend hours are from 5:00 PM Friday to 8:00 AM Monday.
  - Holiday hours are from 5:00 PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
  - The following RTR exclusion applies:
  - **A**SR requests that have the **RTR** field populated with a code that indicates the CLEC requested that no confirmation/response be sent
- Special Project PONs (if applicable) per the process documented in Appendix G.
- If a reject and a confirmation are sent on the exact same PON/Version, FairPoint will not count the incorrect notifier.
- For OR-1-02: M6 scheduled downtime hours (flow-through).
  FairPoint M6 scheduled hours are as follows:

  FairPoint NNE
  Monday through Friday 12:30 AM to 11:30 PM
  Saturday 12:30AM to 7:30 PM
  Sunday 7:30 AM to 11:30 PM

  Exception: M6 downtime may be extended for significant M6 releases, (e.g. NPA splits). All downtime extensions will be communicated to CLECs in advance of the release through FairPoint Change Management Guidelines. Typically, the 3rd Thursday at 8PM of each month is a scheduled release. M6 will have a late start the following Friday at 8:00 AM

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State Specific

Performance Standard: OR-1 Order Confirmation Timeliness

95% On Time according to the schedule below

Resale:	**UNE:**	**Interconnection Trunks (CLEC):**

Electronically Submitted Orders:
POTS:
• Flow-through orders: two (2) hours
• Orders with no facility check: 24 hours
• Orders with facility check: 72 hours
	Electronically Submitted Orders:
	POTS Loop/Pre-Qualified Complex/LNP:
	   • Flow-Through Orders: two (2) hours
	   • Orders with no facility check: 24 hours
	   • Orders with facility check: 72 hours
	Complex Services (requiring Manual Loop Qualification)
	   • 2-Wire xDSL Loops: 72 hours
	Special Services:
	   • Five (5) business days.
		Electronically Submitted Orders:
		Firm Order Confirmation:
		• ≤ 192 Trunks: 10 Business Days
		• >192 Trunks: Negotiated Process
		Design Layout Record
		• ≤ 192 Trunks: 10 Business Days
		• > 192 Trunks: Negotiated Process

Sub-Metrics		
OR-1-02	**% On Time LSRC – Flow-through**	
Products	Resale: • POTS	UNE: • Loop/Pre-Qualified Complex/LNP
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-04	**% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS	UNE: • Loop/Pre-Qualified Complex/LNP • 2-Wire xDSL Loop
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.
OR-1-06	**% On Time LSRC/ASRC – Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS	UNE: • Loop/Pre-Qualified Complex/LNP • 2-Wire xDSL Loop • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-12	**% On Time FOC**	
Products	Trunks: • Interconnection Trunks (CLEC) (≤ 192 Forecasted Trunks) • Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • Interconnection Trunks (CLEC)	
Calculation	**Numerator**	**Denominator**
	Number of DLRs completed on or before DLRD date in.MetaSolv M6	Number of DLRs completed.

Function:
OR-2 Reject Timeliness

Definition:

Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System. **Note:** Orders are considered distributed at the time FairPoint sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within FairPoint's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Percent of Orders Rejected On Time:
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Related PONs: When a CLEC designates RPONs, the FOC/LSRC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The reject/query returned date/time would be the actual returned date/time of each RPON.

Notes:
(1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR
(2) Measurements are based on rejected orders.
(3) For LSRs and non-trunk ASRs, all rejects are counted. For trunk ASRs, rejects are not counted for cancelled ASRs.
(4) The Ordering sub-metrics data reported in the monthly SMP reports only include confirmed rejects in the calendar month.
(5) The Pre-Qualified Complex category includes 2-Wire xDSL Loop orders that were pre-qualified.
(6) For OR-2, Flow-through orders are received electronically through the ordering interface and are rejected or queried back with no manual intervention.

Exclusions:

- FairPoint Test Orders
- Faxed Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC ID), identical and subsequent to the first reject.
- Any reject/query that occurs on an ASR that has the **RTR** field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).
- Special Project PONs (if applicable) per the process documented in Appendix G.
- Weekend and Holiday Hours (other than flow-through):
  - Weekend Hours are from 5:00 PM Friday to 8:00 AM Monday.
  - Holiday Hours are from 5:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests.
- If a reject and a confirmation are sent on the exact same PON/Version, FairPoint will not count the incorrect notifier.

OR-2 Exclusions, continued:

- For OR-2-02: M6 scheduled downtime hours (Flow-through).
  FairPoint M6 Scheduled hours are as follows:

  FairPoint NNE

  Monday through Friday 12:30 AM to 11:30 PM
  Saturday 12:30 AM to 7:30 PM
  Sunday 7:30 AM to 11:30 PM.

  Exception: M6 downtime may be extended for significant M6 releases, *(e.g. NPA splits).* All extensions will be communicated to CLECs in advance of the release through FairPoint Change Management Guidelines. Typically, the 3rd Thursday at 8PM of each month is a scheduled release. M6 will have a late start the following Friday at 8:00 AM

Report Dimensions :

Company:	Geography:
• CLEC Aggregate	• State Specific
• CLEC Specific	

Performance Standard – Reject Timeliness

95% On Time According to schedule below:

Resale:	**UNE:**	**Interconnection Trunks (CLEC):**
Electronically Submitted Orders*:* POTS: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours	**Electronically Submitted Orders:** POTS Loop/Pre-Qualified Complex/LNP: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) *:* • 2-Wire xDSL Loop: 72 hours Special Services: 5 business days	**Electronically Submitted Orders:** • $\leq$ 192 Trunks: less than or equal to seven (7) Business Days • > 192 Trunks: Negotiated Process

Sub-Metrics – OR-2 Reject Timeliness

OR-2-02	% On Time LSR Reject (Flow-through)	
Products	Resale*:* • POTS	UNE: • Loop/Pre-Qualified Complex/LNP
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

OR-2-04	% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)	
Products	Resale: • POTS	UNE: • Loop/Pre-Qualified Complex/LNP • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-06	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)	
Products	Resale: • POTS	UNE: • Loop/Pre-Qualified Complex/LNP • 2-Wire xDSL Loops • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: • Interconnection Trunks (CLEC) (≤ 192 Forecasted Trunks) • Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard (less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:	
OR-4 Timeliness of Completion Notification	

Definition:
The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one business day of work order completion in the FairPoint Service Order Processing system. The elapsed time begins with the Provisioning work completion of the last service order associated with a specific PON. The PCN is considered sent when the FairPoint system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if FairPoint provides them within one business day of the Work Order Completion date in M6.   Note: If the Provisioning Completion Notifier (PCN) is resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the PCN was sent.

Exclusions:
• Test Orders   • Orders not received through the EDI system.   • Special Project PONs (if applicable) per the process documented in Appendix G.

Performance Standard:
Metric OR-4-16: 95% of PCNs sent within one (1) business day.

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Products	• EDI

Sub-Metrics Timeliness of Completion Notification		
OR-4-16	**% Provisioning Completion Notifiers sent within one (1) Business Day**	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a PCN within one (1) business day after Work Completion.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (M6) in a month.

Function:	
OR-5 Percent Flow-Through	

Definition:
This metric measures the percent of valid orders (submitted via LSR in the report month) received through the electronic ordering interface that processed directly through to the Service Order Processor system M6 and were confirmed without manual intervention. These confirmations require no action by a FairPoint Service Representative to input an order into M6. This is also known as Ordering flow-through.
% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface Synchronoss that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.
Orders designed to flow-through may also fall-out for both FairPoint and CLECs. Non-flow-through orders include orders that require manual intervention to ensure that the correct action is taken.
Note: Rejected Orders *(orders failing basic front-end edits)* submitted via LSR are not considered to be a valid confirmed order, and therefore are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.

Exclusions:
• FairPoint Test Orders
• Special Project PONs *(if applicable)* per the process documented in Appendix G.
• Orders not eligible to flow-through
• Orders with CLEC input errors in violation of published business rules

Performance Standard:
OR-5-03: 95%

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Sub-Metrics	

OR-5-03	**% Flow-through Achieved**	
Products	Resale	• UNE POTS Loop • UNE POTS Other
Calculation	**Numerator**	**Denominator**
	Number of orders that flow-through for specified product.	Number of confirmed flow-through eligible orders.

Section 3

Provisioning Performance

(PR)

Function		**Number of Sub-metrics**
PR-4	Missed Appointments	6
PR-6	Installation Quality	2
PR-8	Percent Open Orders in a Hold Status	1
PR-9	Hot Cut Performance	2

Function:	
PR-4 Missed Appointments	

Definition:
This metric measures the Percent of Orders completed after the commitment date.   The PR-4 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-4 calculations). **For LNP:** The percent of orders completed on time (not early) **xDSL Loops** are considered complete if completed on time on the due date. After completing the installation of a UNE 2-Wire xDSL Loop, FairPoint will perform a cooperative continuity test for those CLEC's that participate.   The use of a DD-2 test or a CLEC's 800 #, or a CLEC's serial number has no impact in the determination of a completed xDSL Loop. **Trunks:** Includes reciprocal trunks from FRP to CLEC.

Exclusions:
• FRP Test Orders • Disconnect Orders (does not apply to PR-4-07) • FairPoint Administrative orders • LNP orders without office equipment that do not have a trigger placed on the line.

Performance Standard:
Metrics PR-4-01, PR-4-04 and PR-4-05 Parity with FRP Retail.**PR-4-07** LNP: 95% on Time **PR-4-14** UNE 2-Wire xDSL Loop: 95% on Time. **PR-4-15** Interconnection Trunks (CLEC) : 95% on Time

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Sub-Metrics		
PR-4-01	**% Missed Appointment – FairPoint – Total**	
Description	The percent of orders completed after the commitment date, due to FairPoint reasons.	
Products	UNE: • DS1 • DS3	
Calculation	**Numerator**	**Denominator**
	Number of orders where the Order completion date is greater than the order DD due to FairPoint reasons for product group.	Number of orders completed for product group.

PR-4-04	% Missed Appointment – FairPoint – Dispatch	
Description	The Percent of Dispatched Orders completed after the commitment date, due to FairPoint reasons.	
Products	Resale: • POTS - Total	UNE: • Loop – New
Calculation	**Numerator**	**Denominator**
	Number of Dispatched Orders where the order completion date is greater than the order DD due to FairPoint reasons for product group.	Number of Dispatched Orders completed for product group.
PR-4-05	% Missed Appointment – FairPoint – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to FairPoint reasons.	
Products	Resale: • POTS - Total	UNE: • Loop - New
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-07	% On Time Performance – LNP Only	
Description	Percent of all LNP orders (including both the Trigger message and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59 PM of the due date. For LNP *only* orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Telephone Numbers disconnected early at the customer's request are considered met. Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Number of LNP orders (1 order = Trigger message and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59 PM of the due date.	Number of LNP orders completed (1 order = Trigger message and disconnect order).
PR-4-14	% Completed On Time – 2-Wire xDSL	
Description	% of 2-Wire xDSL Loop completed on time.	
Products	UNE • 2-Wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the DD.	Number of completed orders minus any orders delayed for customer reasons

PR-4-15	% On Time Provisioning – Trunks	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks • Interconnection Trunks (CLEC)	
Calculation	**Numerator**	**Denominator**
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:		
PR-6 Installation Quality		

Definition:

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the FairPoint network within 30 days of order completion. Any additional trouble received after the initial I-code is closed out, and is within the specified time period (7 or 30 days) is counted as a repeater.

Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending). Subsequent reports are not captured in FairPoint systems.
- Troubles closed due to customer action.
- Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Special Project PONs (if applicable) per the process documented in Appendix G.

Formula:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.

Performance Standard:

PR-6-01: Parity with FairPoint Retail For Found Troubles
PR-6-02: % Installation Troubles Reported within seven (7) Days: 2%

Report Dimensions

Company:	Geography:
- CLEC Aggregate - CLEC Specific	- State Specific

Sub-Metrics

PR-6-01	% Installation Troubles reported within 30 Days		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in FairPoint's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	Resale: - POTS - Total	UNE: - POTS – Loop - New - 2-Wire xDSL Loops - Specials - Total	Trunks: - Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.

PR-6-02	% Installation Troubles reported within seven (7) Days	
Description	The percent of lines installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
Products	UNE: • Loop – Basic Hot Cut (all line sizes)	
Calculation	**Numerator**	**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.

Function:	
PR-8 Percent Open Orders in a Hold Status	

Definition:
This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 calendar days, as a percentage of orders completed in the reporting period. The PR-8 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-8 calculations). **Note:** This does **not** apply to the following metrics, which are calculated based on physical work completion: PR-8-01 Interconnection Trunks (CLEC). An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include: • Open orders that have passed the originally committed completion date due to FairPoint reasons Measurement of the 30 day intervals for open orders that have passed the originally committed completion date due to FairPoint reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0).

Exclusions:
• FairPoint Test Orders. • Disconnect Orders. • FairPoint Administrative orders. • Orders that are complete or cancelled. • Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including FairPoint requests for cancellation) • Orders that at the request of the CLEC or FairPoint Retail customer have not been assigned a completion date.

Performance Standard:
Parity with FairPoint Retail.

Report Dimensions	
Company • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Sub-Metrics			
PR-8-01	**Percent Open Orders in a Hold Status > 30 Days**		
Products	Resale: • POTS – Total	UNE: • POTS - Loop • 2-Wire xDSL Loops • Specials - Total	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.

Function:
PR-9 Hot Cut Loops

Definition:

The PR-9-01 sub-metric measures the percent on-time performance for UNE Hot Cut Loops.

For sub-metric PR-9-08, troubles are counted in the month the trouble report is closed. This metric measures Average Duration of Hot Cut Installation Troubles where a reported trouble was found in the FairPoint network within 7 days of order completion. Any additional trouble received after the initial I-code that is closed and is within the specified time period (7 days) is counted as a repeater.

There is one type of Hot Cut Loop: Basic Hot Cuts

A Basic Hot Cut is considered **complete** when the following situation occurs:

1. Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. For Basic, the time within a prescribed interval as noted in the SMP guidelines.
2. Orders missed for customer reasons, where there is no FairPoint miss, will be counted as completed on-time once completed.

Note: If FairPoint re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Basic Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-866-534-2942 (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)) by close of intervals noted under Met Hot Cuts definition due to a FairPoint reason (e.g. HFC, late turn-up, due date pushed out due to FairPoint action).

Definition:

Note: For Hot Cuts:
- FairPoint will not complete a Hot Cut if there is no dial tone at either the Old Switch Provider or the New Switch Provider. If FairPoint cannot verify the Telephone number (ANI), the cut will not be done and the New Switch provider will be required to resolve the problem. The Hot Cut will be scored as a customer miss. However, if FairPoint is the Old Switch Provider and there is no dial tone at the Old Switch, this will not be a customer miss.
- Any errors on the LSR that result in a problem with the Hot Cut will not be attributable to FairPoint.
- FairPoint will not be responsible for a premature disconnect that is caused by another Switch Provider.
- FairPoint cannot guarantee a throwback if there is no dial tone on the Old Switch Provider (other than FairPoint).

Exclusions:

- FairPoint Test Orders
- FairPoint Administrative orders
- Orders that are not complete. (Orders are included in the month that they are complete)
- If a CLEC cancels an order before the start of a Hot Cut window and FairPoint performs the Hot Cut, this FairPoint error will result in a retail/ /Resale/UNE-L trouble report and need not be reflected elsewhere.

Performance Standard:	
PR-9-01: 95% completed within window	
PR-9-08: Parity with FairPoint Retail	

Standard for Basic Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:
     one (1) to nine (9) lines: one (1) Hour
     10 to 49 lines: two (2) Hours
     50 to 99 lines: three (3) Hours
 	
If IDLC is involved – Four (4) hour window (8:00 AM to 12:00 PM (Noon) or 1:00 PM to 5:00 PM). Four (4) hour window applies to start time. This is only applicable if FairPoint notified the CLEC by 2:30 PM EST on DD-2 that the service was on IDLC.	

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	Percent of all UNE Loop orders completed within the cut-over window. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early are considered not met.	
Products	UNE: • Loop – Basic Hot Cut (all line size)	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-08	**Average Duration of Hot Cut Installation Troubles**	
Description	The average repair time (Mean Time to Repair – (MTTR)) for Hot Cut Installation troubles.	
Products	UNE: • POTS – Loop – Hot Cut Total	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) calendar days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) calendar days.

Section 4

Maintenance & Repair Performance

(MR)

Function		**Number of Sub-metrics**
MR-2	Trouble Report Rate	3
MR-3	Missed Repair Appointments	2
MR-4	Trouble Duration Intervals	4
MR-5	Repeat Trouble Reports	1

Function:		
MR-2 Trouble Report Rate		
Definition:		
This metric measures the total initial customer directed reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), 05 (Central Office) FAC, CO and STN. Troubles are reported in the month the trouble ticket is closed. The Disposition Codes can be found on the FairPoint website. Refer to the URL matrix at the end of the SMP guidelines for the URL to find disposition codes in effect at the time of the compliance filing.		
Exclusions:		
• Report rate excludes subsequent reports (additional customer calls while the trouble is pending) • Troubles reported on FairPoint official (administrative lines) • Troubles closed due to customer action. • Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer has reported a trouble • Switch and Translation troubles from the Retail compare of UNE POTS Loop and UNE 2-Wire xDSL Loop. Excluded from Total and Loop/CO report rates: • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK, Test OK, Non-Plant Classified (NPC) and Came Clear(CC)). Excluded from MR-2-02 and MR-2-03 for 2-Wire xDSL Loops: Installation troubles		
Performance Standard:		
MR-2-02, MR-2-03 Report Rate: Parity with FairPoint Retail **MR-2-01:** UNE Specials - No Standard		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific		Geography: • State Specific
Sub-Metrics		
MR-2-01	**Network Trouble Report Rate**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of all trouble reports with found network troubles (disposition codes 03, 04, and 05).	Number of specials in service.

MR-2-02	Network Trouble Report Rate – Loop	
Products	Resale: POTS	UNE: • Loop • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	Network Trouble Report Rate – Central Office	
Products	Resale: • POTS	UNE: • Loop • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.

Function:	
MR-3 Missed Repair Appointments	

Definition:

These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Troubles are reported in the month the trouble ticket is closed.

Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched out.

FairPoint uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables FairPoint to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Troubles reported on FairPoint official (administrative lines)
- Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment interval
- Excludes subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).
- Troubles closed due to customer action.
- Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Switch and Translation troubles from the Retail compare of UNE POTS Loop and UNE 2-Wire xDSL Loop.
- Sub-metric MR-3-02 POTS Loop only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT**, and the trouble was found in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded.

Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics: Exclude records where FairPoint dispatches a technician prior to the appointment date, and encounters a *No Access* situation.

Performance Standard:

MR-3-01 and MR-3-02 – Parity with FairPoint Retail.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State Specific
• CLEC Specific	

Sub-Metrics

MR-3-01	% Missed Repair Appointment – Loop	
Products	Resale: • POTS - Business • POTS – Residence	UNE: • Loop • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Number of Loop troubles where clear time is greater than commitment time (Disposition Codes 03 and 04).	Number of Loop troubles (Disposition Codes 03 and 04).

MR-3-02	% Missed Repair Appointment – Central Office	
Products	Resale: • POTS- Business • POTS- Residence	UNE: • Loop • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (Disposition Code 05).	Number of Central Office Troubles (Disposition Code 05).

Function:
MR-4 Trouble Duration Intervals

Definition:

This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Troubles are reported in the month the trouble ticket is closed.

For **POTS and Resale,** trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays.

For **UNE Loop and UNE 2-Wire xDSL Loop** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. **For example,** if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 08:00AM Monday. This applies to dispatch out tickets only.

For **Special Services**, this is measured on a *stop clock* basis *(e.g., the clock is stopped when CLEC testing is occurring, FairPoint is awaiting carrier acceptance, or FairPoint is denied access).*

Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is logged into FairPoint's designated trouble management system after the trouble is entered via a trouble reporting interface. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for the products listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours).

For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS (osi = "y") and not just an intermittent problem , and the trouble completion code indicated that a trouble was found within the FairPoint network.

FairPoint uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables FairPoint to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Troubles reported on FairPoint official (administrative lines)
- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Switch and Translation troubles from the Retail compare of UNE POTS Loop and UNE 2-Wire xDSL Loop.
- For, Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT**, and the trouble was found in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded.

For troubles where the *stop clock* is used:
- The time period from when the *stop clock* is initiated until the time when the clock resumes.

Performance Standard:		
Parity with FairPoint Retail		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific		Geography: • State Specific
Sub-Metrics – Trouble Duration Intervals		
MR-4-01	**Mean Time To Repair – Total**	
Products	UNE: • Specials DS1 and DS3	
Calculation	**Numerator**	**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05, FAC, CO, and STN).	Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05, FAC, CO, and STN).
MR-4-02	**Mean Time To Repair – Loop Trouble**	
Products	Resale: • POTS- Business • POTS- Residence	UNE: • POTS - Loop • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).	Number of Loop troubles (Disposition Codes 03 and 04).
MR-4-03	**Mean Time To Repair – Central Office Trouble**	
Products	Resale: • POTS- Business • POTS- Residence	UNE: • POTS - Loop • 2-Wire xDSL Loops
Calculation	**Numerator**	**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).	Number of Total Central Office troubles (Disposition Codes 05).
MR-4-08	**% Out of Service > 24 Hours**	
Products	Resale: • POTS- Business • POTS- Residence	UNE: • POTS - Loop • 2-Wire xDSL Loops • Specials DS1 and DS3
Calculation	**Numerator**	**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.	Number of OOS troubles (Loop and Central Office).

Function:
MR-5 Repeat Trouble Reports

Definition:
This metric measures the percent of troubles closed that have an additional trouble closed within 30 days for which a network trouble (Disposition Codes 03, 04, or 05, FAC, CO, and STN) is found. A repeat trouble report is defined as a trouble on the same line/circuit as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats as a Disposition Code 03, 04, or 05 will be classified as a repeat report with the exception of those exclusions listed in Section A below. The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater. Troubles are reported in the month the trouble ticket is closed.

Exclusions:

Section A:
 	
A report is not scored as a ***repeat*** when the original reports are:
• For Loop troubles *(e.g. analog loop and 2-Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected.
      1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window.
      2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble is found in the opposite direction from the direction reported by the CLEC.
Section B:
 	
Excluded from the ***repeat*** reports are:
• Troubles reported on FairPoint official *(administrative lines)*
• Subsequent reports *(additional customer calls while the trouble is pending)*
• CPE troubles
• Troubles reported but not found upon dispatch *(Found OK and Test OK).*
• Troubles closed due to customer action.
• Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer reported a trouble.
• Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric.

Performance Standard:
Parity with FairPoint Retail

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

MR-5 Sub-Metrics		
MR-5-01	**% Repeat Reports within 30 Days**	
Products	Resale: • POTS	UNE: • POTS - Loop • 2-Wire xDSL Loops • Specials
Calculation	**Numerator**	**Denominator**
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. *(Disposition Codes 03, 04, and 05, FAC, CO, and STN that repeated from Disposition Codes < 14).*	Total Central Office and Loop Found troubles *(Disposition Codes 03, 04 and 05, FAC, CO, and STN)* within the calendar month.

Section 5

Network Performance

(NP)

Function	Number of Sub-metrics
NP-1 Percent Final Trunk Group Blockage	4
NP-2 Collocation Performance	2

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage

Definition:

These sub-metrics measure percent of dedicated one-way Final Trunk Groups (FTGs) carrying traffic from FairPoint's tandem to the CLEC that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of FairPoint trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [FairPoint uses blocking threshold tables (Service Threshold) to determine the statistical probability that the design blocking standard is not being met; with the resulting trunk group requiring service action.   For the NP-1 metrics, trunk groups exceeding a 2% threshold require action to prevent future blocking].

The NP-1-01 and NP-1-02 sub-metrics include all FTGs provisioned per CLEC request regardless of whether or not the CLEC utilizes the FTG.

For this measure, FairPoint Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems.

CLEC Trunks are dedicated final trunks carrying traffic from the FairPoint tandem to the CLEC. Calls can either be originating from the CLEC or terminating calls from FairPoint customers. Trunks not included:

Trunks not included:
- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic
- FairPoint Common Inter-switch trunks carrying retail & Carrier traffic.

Exclusions:

FairPoint will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. The notification states that FairPoint identified a blocked trunk group due to CLEC reasons and that the trunk group will be excluded from FairPoint performance. FairPoint will make the exclusion automatically, unless the CLEC responds back within two business days from the date the e-mail notification was sent with valid documentation that the information presented by FairPoint for the trunk group blockage is inaccurate.
- Trunks blocked due to CLEC network failure
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied FairPoint request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements.

Performance Standard:

Metrics NP-1-01, 02, and 03: No standard (Note: Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.)
For individual trunk groups carrying traffic between FairPoint and CLECs, FairPoint will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively.

Metric NP-1-04: An individual trunk should not be blocked for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific
Products	Trunks: • CLEC Trunks

Sub-Metrics	

NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.

NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exclusions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.

NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:
NP-2 Collocation Performance

Definition:
This metric includes physical and virtual collocation arrangement products ordered and provisioned via the state tariffs and virtual collocation arrangement products ordered and provisioned via the federal tariff. Products ordered include new arrangements and augments to existing arrangements where FairPoint is required to perform work to add capacity for space, cable termination or DC power. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff. **Interval:** The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. If a CLEC delays the collocation installation, the collocation interval is extended by the same number of days as the CLEC-caused delay. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions found in the URL matrix listed at the end of the SMP guidelines. FairPoint and the CLECs may negotiate shorter or longer intervals after FairPoint completes an initial space assessment and determination of the collocation request. In these cases, the NP-2 % On-time sub-metrics measure whether or not FairPoint met the negotiated due date. The negotiated due date is documented on the initial response form. If FairPoint is not able to provide a due date on the initial response form because space is not immediately available to accommodate the CLEC request, but space is pending, rather than reject the CLEC request (because no space is immediately available) FairPoint will provide a negotiated due date on a subsequent letter to the CLEC. Refer to the state tariff in effect for interval information. Refer to the URL matrix listed at the end of the SMP guidelines for the URL for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing the referenced URL, select the desired state to access the state-specific tariffs. **Completions:** FairPoint will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:
• None

NP-2 Collocation Formula:
For arrangements completed: Interval: (Completion Date minus the Application Date (adjusted for milestone misses)) divided by the Number of Arrangements Completed. % On Time: (Number of Arrangements completed on or before DD (adjusted for milestone misses) divided by Number of Arrangements completed) multiplied by 100. Delay Days: (Actual Completion Date minus the Committed DD (adjusted for milestone misses) for arrangements where the DD was missed) divided by the Number of Arrangements where DD is missed.

Performance Standard:
The collocation performance standards are based on the state tariff in effect for collocation. Refer to the URL matrix at the end of the SMP guidelines for the state tariff URL to obtain specific collocation intervals. NP-2-01and NP-2-05 Physical and Virtual: 95% On Time

Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific		Geography: • State Specific
Sub-Metrics		
Products	• New Applications • Augment Applications	
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Physical Collocation where the initial response was due in report period.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.

Section 6

Billing Performance

(BI)

Function		Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy and Claims Processing	3

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed
Definition:
This metric measures the number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day.   Usage for all CLECs is collected at the same time as FairPoint's.
Exclusions:
• FairPoint Test Orders • Long Duration Calls* *Long Duration calls are defined as those calls that remain connected through two successive midnights. On all such calls, the call assembly process may output up to three record types indicating the beginning, continuation, or end of a long duration call. An annual study will be performed each December to determine the current volume of long duration calls.
Formula:
(Total usage records on DUF made available to CLEC in "4" business days divided by the total records on file) multiplied by 100
Performance Standard:
BI-1-02: 95% in Four (4) Business Days

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Sub-Metrics		
BI-1-02	**% DUF in four (4) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of usage records on daily usage feed processed during month, where the difference between current date and call date is four (4) business days or less.	Number of Usage Records on DUF processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• FairPoint Test Orders		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific		Geography: • State Specific
Sub-Metrics		
BI-2-01 **Timeliness of Carrier Bill**		
Calculation	**Numerator**	**Denominator**
	Number of carrier bills sent to CLEC [1] within 10 business days of bill date.	Number of Carrier Bills distributed.

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[1] Sent to Carrier, unless other arrangements are made with CLEC

Function:
BI – 3 Billing Accuracy & Claims Processing

Definition:

For sub-metrics BI-3-04, BI-3-05 and BI-3-08:

These sub-metrics measure the promptness with which FairPoint acknowledges and resolves CLEC billing adjustment claims processed in the FairPoint Bill Claim Center. These sub-metrics include CLEC claims relating to a Wholesale Local bill presented by FairPoint to the CLECs and are the CLEC's bill of record. Procedural Issues:

- Business hours for receipt of billing claims and transmission of responses are Monday through Friday, 8:00AM to 5:00PM Eastern Time, excluding FairPoint Holidays;
- CLEC claims for billing errors or FairPoint responses received outside these business hours shall be considered received at 8:00AM Eastern Time on the first business day thereafter.
- Claims must be submitted by e-mail to the appropriate claims organization. Refer to the URL matrix at the end of the SMP guidelines for the URL on Inquiries, Claims and Adjustments in effect at the time of the filing. All requested information must be provided. Only claims submitted via e-mail are included in the BI-3 metric calculations. Claims submitted via fax or US mail or any means other than email are not included in the BI-3 metric calculations.

Acknowledgment

- Acknowledgement is defined as the transmission of a specifically formatted message acknowledging receipt of the claim with required information or transmission of a message informing the CLEC that the (numbered) claim cannot be processed for a specified reason(s) (for example, if additional detail or information is needed) by e-mail to the e-mail address from which the CLEC sent the claim. The message will contain both the FairPoint claim number and the associated CLEC claim number (when provided by the CLEC).
- Day of receipt shall be considered Day zero (0) for computing acknowledgement performance. The e-mail date/time stamp on the CLEC e-mail of claim submission will determine Day 0.
- The date/time stamp on the e-mail containing the Acknowledgement message will be considered the Acknowledgement time of record.

Resolution

- A claim is considered "resolved" when FairPoint transmits an e-mail (in a predefined standard format) to the e-mail address from which the CLEC sent the claim and that either 1) denies the claim, 2) grants the claim or 3) denies the claim in part and grants the claim in part.
- Day of acknowledgement of a billing claim (as evidenced by the e-mail date/time stamp on the acknowledgement message) shall be considered Day "0"
- If the 28th calendar day falls on a weekend or FairPoint Holiday, resolution will be considered timely if returned on the next business day.

Closure

- A claim is considered "closed" when the credit appears (with both the FairPoint and CLEC claim numbers) in the adjustment section of the FairPoint invoice or when the CLEC agrees (via e-mail with FairPoint's denial of the claim.

Scope

- For each master billing account number (BAN), each reason code submitted by a CLEC will count as a separate claim. There is no limitation on the number of claims by BAN or by reason code.

Note: Sub-metric BI-3-08 is reported on a two (2) month delayed basis.

Exclusions:

- **For sub-metrics BI-3-04, BI-3-05, and BI-3-08:** CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits.

Performance Standard:		
BI-3-04: 95% within two (2) business days after receipt		
BI-3-05: 95% within 28 calendar days after acknowledgement		
BI-3-08: 97.5% within 45 calendar days		

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State Specific

Sub-Metrics

BI-3-04	**% CLEC Billing Claims Acknowledged within two (2) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims received during the month that are acknowledged within two business days after receipt.	Total number of billing adjustment claims received during the month.

BI-3-05 % CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement		
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims where the resolution was due in the report month and are resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims where the resolution was due during the month.

BI-3-08	**% CLEC Billing Claim Adjustments Appearing on the Bill within 45 days**	
Calculation	**Numerator**	**Denominator**
	Number of resolved billing claims in the report month where the adjustment has appeared on an invoice in 45 or less days from the resolution date.	Total number of resolved billing claims in the report month where adjustment is granted.

URL References

FairPoint references URLs, as sources of information, throughout the SMP Guidelines. Wherever a URL is referenced, FairPoint utilizes the information published on the URL at the time of the compliance filing. The table below lists the URL referenced, the metrics impacted and a General Description of the information found on the URL.

URL	Impacted Metrics	General description of URL Information
http://www.FairPoint.com/wholesale/order_management2.jsp	PO-1, PO-2, OR-1 and OR-2	Lists the wholesale centers hours of operations and the management escalation processes.
http://www.FairPoint.com/wholesale/interval_guides.jsp	OR-1, OR-2,	Lists the product intervals.
http://www.tariffs.net/FairPoint/tier.asp?cid=1659	NP-2	Lists the state tariffs.
http://www.FairPoint.com/wholesale/sample_bills.jsp	BI-3	Provides information on billing Inquiries, Claims and Adjustments

GENERAL EXCLUSIONS

Test IDs

Test IDs are excluded from all SMP metric calculations.

FairPoint Affiliate Reporting

FairPoint affiliate reporting is always excluded from CLEC aggregate data for all metrics.

Internally generated LSRs and Service Orders

Internally Generated LSRs are excluded from the Ordering metrics.
Internally Generated Service Orders are excluded from the Provisioning metrics.

FairPoint Official Services

FairPoint official (administrative) lines are lines used by FairPoint employees or contractors to conduct official company business.

Unbundled Network Elements (UNE)

Ordering, Provisioning, and Maintenance:
UNE products do not include Wholesale Package (*formerly Wholesale Advantage UNE-P),* Line Sharing or Line Splitting transactions.

Billing:
UNE products do not include Wholesale Package (*formerly Wholesale Advantage UNE-P)*, or Line Splitting transactions.

UNE Port

Orders for UNE Port service (*not to be confused with Local Number Portability (LNP)),* are excluded from the Provisioning metrics.

GENERAL NOTES

For OR-1-12, OR-2-12, and NP-2

Refer to the FairPoint Wholesale Website for further details related to Trunk and Collocation forecasting, http://www.FairPoint.com/wholesale/wholesale_access.jsp

CLEC Performance Reports and Raw Data

CLECs interested in receiving monthly performance reports and raw data should contact the FairPoint Wholesale Help Desk by e-mail at WHD@FairPoint.com or 1-877-648-3038. Once the report has been requested the report or raw data will be posted to the Wholesale Customer Portal (WCP). CLECs must contact their WCP Administrator for access.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics - ALL where parity is standard Exceptions Noted below:	Resale POTS – Residence	Retail POTS – Residence
	Resale POTS – Business	Retail POTS – Business
	Resale POTS – Total	Retail POTS – Total
	UNE POTS Loop New	Retail POTS – Total
	UNE POTS Total	Retail POTS Total
	UNE POTS Loop -– Total	Retail POTS – Total
	UNE 2–Wire xDSL Loop	Retail DSL
	UNE DS1	Retail DS1 (excludes feature changes on PRI ISDN (no dispatch))
	UNE DS3	Retail DS3
	Specials – Total	Retail Specials – Total
	POTS Loop Hot Cut Total	Retail POTS (N&T Orders excl. feature troubles)
	Interconnection Trunks (CLEC)	IXC Feature Group D Trunks
Exceptions for provisioning: PR-6	UNE 2-Wire xDSL Loop - Dispatched	Retail POTS – Dispatched
PR-6-01	UNE POTS Loop-New - Dispatched	Retail POTS – Dispatched
PR-8	UNE 2-Wire xDSL Loop	Retail Specials DS0
Maintenance Measures: ALL where parity is standard	Resale POTS – Residence	Retail POTS – Residence
	Resale POTS – Business	Retail POTS – Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	UNE Loop	Retail POTS – Total (Business and Residence)
	UNE 2-Wire xDSL Loop	Retail POTS – Total plus ISDN BRI
	UNE Specials DS1 & above	Retail Specials DS1 & above
	UNE Specials (Total)	Retail Specials (Total)
Exceptions for Maintenance MR-2, MR-3, MR-4	UNE POTS Loop UNE 2-Wire xDSL Loop	Retail POTS- Total & Retail POTS – Total plus ISDN BRI **Note:** excludes translation and switch troubles

Product Code Information

The table below defines the product codes listed on the monthly SMP and associated reports.

Sub-Code	Product
1000	**Resale & UNE combined**
2000	**Resale**
2100	Resale POTS
2110	Resale POTS Business
2120	Resale POTS Residence
3000	**UNE**
3112	UNE POTS – Loop
3113	UNE POTS – Loop New
3121	UNE POTS – Other
3133	UNE POTS & Complex
3200	**UNE Specials**
3211	UNE Specials DS1
3213	UNE Specials DS3
3217	UNE Specials (DS1 & DS3)
3300	**UNE Complex**
3331	UNE Loop/Pre-qualified Complex/LNP
3342	UNE 2-Wire xDSL Loops
3500	**Additional UNE Services**
3520	Loop Basic Hot Cut (all line size)
3528	Loop – Basic Hot Cut (11-20 Lines)
3529	Loop – Basic Hot Cut (21 lines and greater)
3533	Loop – Hot Cut Total
3534	Loop Basic Hot Cut (1-10 lines)
3540	UNE LNP
5000	**CLEC Trunks**
5020	CLEC Trunks (<= 192 Forecasted Trunks)
5030	CLEC Trunks (> 192 and non-forecasted Trunks)
6000	**Systems Metrics**
6010	FairPoint Hot Cut System
6020	EDI
6050	Pre-order/Order Web GUI
6700	**Collocation**
6701	Collocation - New Applications
6702	Collocation - Augment Applications - 45 days and 76 days combined

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
FRP Administrative Orders	Orders completed by FairPoint for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for FairPoint official lines and LIDT (Left in Dial Tone).
Basic Edits	Front-end edits performed by Synchronoss prior to order submission. Basic Edits performed against Synchronoss provided source data include the following validations: State Code must equal, ME, NH, VT,; CLEC ID cannot be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flow-through Candidate Ind and Flow-through Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC ID + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via FairPoint Change Control procedures. Orders which failed edits have a reject date and a reject source type.
Bill Cycle Hold	The time during which certain FairPoint Billing systems hold transactions while the monthly bill is processed.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. In Physical Collocation, the CLEC and FairPoint control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the FairPoint work completion notice, indicating acceptance of the multiplexing node construction work and providing FairPoint with a security fee, if required, as set forth on the FairPoint Wholesale website. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by FairPoint of the FairPoint work completion notice and any applicable security fee. In Virtual Collocation, FairPoint and the CLEC shall work cooperatively to jointly plan the implementation milestones. FairPoint and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.
Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
Interconnection Trunks (CLEC) Requests	< = 192 Forecasted Trunks are CLEC requests for 192 trunks or less that are forecasted by the CLEC and are not projects. > 192 and Unforecasted Trunks are CLEC requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.

Common Final Trunk Blockage:	Common final trunks carry traffic between FairPoint end offices and the FairPoint access tandem, including local traffic to FairPoint customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of FairPoint common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level.
Common Trunks:	**High Usage Trunks** carry two-way local traffic between two FairPoint end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups **Final Trunks**: Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official FairPoint Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Hot Cut Coordinated	A coordinated Hot Cut is the live manual transfer of a dial tone line to a CLEC Loop completed with manual coordination by FairPoint and CLEC technicians to minimize disruptions for the end user customer. Coordinated Hot Cuts include Basic Hot Cuts. The specific type of request will be identified on the LSR according to published business rules.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines.
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a FairPoint Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	**High Usage Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end office to a FairPoint Tandem Office **or** carry two-way local traffic between a FairPoint end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all FairPoint geographies. These trunks are ordered by the CLEC. **Final Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end-office to a FairPoint Tandem Office **or** carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from FRP and engineer to their desired blocking design threshold. **High Usage Trunks –** FairPoint **to CLEC Interconnection**: carry one-way local traffic from a FairPoint n end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all FairPoint geographies. FairPoint orders these trunks from CLECs. **Final Trunks –** FairPoint **to CLEC Interconnection**: carry one-way traffic from a FairPoint end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all FairPoint geographies. FairPoint orders these trunks from CLECs. **High Usage Trunks – IXC Feature Group D**: carry two-way traffic between a FairPoint end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy

	hour in all FairPoint geographies. IXCs order these trunks from FairPoint. **Final Trunks – IXC Feature Group D**; carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all FairPoint geographies. IXCs order these trunks from FairPoint.
Dispatched Orders:	An order requiring dispatch of a FairPoint Field technician outside of a FairPoint Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Hot Cut – Basic	A Basic Hot Cut is a Coordinated Hot Cut. Basic Hot Cuts have fixed intervals depending upon line size. CLECs specify FDT on the LSR. .
2W xDSL Loop	xDSL links provide transmission technologies capable of supporting the following DSL technologies.1. Asymmetrical Digital Subscriber Line (ADSL) 2. High-Bit Rate Digital Subscriber Line (HDSL) 3. Symmetrical Digital Subscriber Line (SDSL) 4. Integrated Digital Subscriber Line (IDSL) 5. Other DSL technologies to the extent that standards are identified and approved by ANSI (T1E1). These xDSL technologies are provisioned on qualified facilities and use line codes as specified in ANSI standards. 6. Includes UNE Loop Sharing where technically feasible. For metrics purposes, Loop Share is the process in which one CLEC provides narrowband voice service over the low frequency portion of a UNE copper loop, that is part of a UNE Loop arrangement (not UNE Platform), and a second CLEC provides digital subscriber line service over the high frequency portion of that same loop. Digital Two-Wire Link (including ADSL, HDSL, SDSL and IDSL)— Provides a channel equivalent to a two-wire, non-loaded, twisted copper pair loop from an end user's premises to a POI at a collocation arrangement in the Telephone Company's central office. These links are provisioned in accordance with the technical specifications approved and adopted by ANSI. The digital two-wire link is available where qualified facilities exist. FairPoint will not construct new copper facilities to provide these links. Only non-loaded and non-repeated twisted cable pairs that do not exceed a technical length limitation as specified in ANSI documentation can support xDSL capabilities.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for 2-Wire xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (Request Manager) and requiring no manual intervention to be entered into the M6.
Negotiated Intervals	A process whereby FairPoint and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and FairPoint requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and FairPoint should be able to explain

	the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office) or trouble codes of CO (Central Office), FAC (Facility), or STN (Station). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a FairPoint representative into the FairPoint Service Order Processor (M6) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a FairPoint Central Office. Includes orders with translation changes and dispatches inside a FairPoint Central Office.
Orders with ≥ six (6) lines:	In all geographic areas, a facility check is completed on orders greater than or equal to six (6) lines.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = **Y** on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The FairPoint Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Total (Business/Residence)	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, and PBX trunks.
UNE POTS Total	This product group includes UNE POTS Loop, and excludes UNE Hot Cut Loops.
PON	Purchase Order Number: Unique purchase order provided by CLEC to FairPoint placed on LSRC or ASR as an identifier of a unique order.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project. For Special Services ordered via ASRs the following is considered a project: UNE IOF Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits. UNE Loop Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are : for DS1 = 10 or more circuits, for DS3 10 or more circuits. Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers or mergers): For additional information on Special Services projects, refer to the CLEC Handbook.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date

	and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order. .
Special Services	Special Services are services that require engineering design intervention. These services include (but are not limited to) such services as: high capacity services (DS1 or DS3, primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a FairPoint retail customer, regardless of state or federal access tariff. Excludes trunks.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, FairPoint is awaiting carrier acceptance, or FairPoint is denied access.
Suspend/Restore Orders	Orders completed by FairPoint to suspend for non-payment or restore for payment. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for FairPoint to test new services, attestation of services etc.
TGSR	Trunk Group Service Request. A request that CLECs submit to FairPoint to request augmentation to the FairPoint network to accommodate an increase in CLEC volume.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout or are not for ISDN service Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Service Code Modifier (SCM) begins with IB • 2-Wire Digital Services • 2-Wire xDSL Services

Special Services	Criteria for inclusion (for line count and trouble tickets) is report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit ID does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official FairPoint line as defined by Bellcore standard practice, trouble code (TROUBLE_CD) is either "FAC" "CO" or "STN" indicating a network trouble, Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/lines are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access circuit.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Telcordia standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the FairPoint Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Version Information

Version Number	Reason for Update	Filed Date	Effective Date