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November 28, 2018

Ms. Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301

**Re: Docket No. DT 11-061; Northern New England Telephone Operations LLC
Wholesale Performance Plan**

Dear Ms. Howland:

Northern New England Telephone Operations LLC d/b/a Consolidated Communications – NNE (“Consolidated”) hereby files a copy of the October 2018 aggregate Wholesale Performance Plan (WPP) report. An electronic copy of the aggregate report will be filed today via the Commission’s Electronic Report Filing system.

CLEC-specific WPP reports are available to requesting CLECs in electronic format via Consolidated’s wholesale web portal within 28 days of the end of each month or the next business day thereafter if the 28th is a weekend or holiday.

Please contact me with any question or concern.

Thank you.

Regards,

A handwritten signature in black ink that reads "Robert D. Meehan". The signature is written in a cursive, flowing style.

Robert D. Meehan | Director – Government Affairs
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State	Month	CLEC Id	Metric Id	Metric Title	Product	Performance Standard	Eligible/Diagnostic	FRP Num	FRP Den	CLEC Num	CLEC Den	FRP Perf.	CLEC Perf.	Z Score	Met Miss Ss	Qual'd Miss	Escalation Level	\$ Miss	\$ Credit	
NH	01-OCT-2018	Aggregate	PR-5-01-2000	% Missed Due Date - Facilities	Resale	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	9.00	2101.00	0.00	2.00	0.43	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-01-5000	% Missed Due Date - Facilities	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D Trunks	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-02-2000	% Orders Held for Facilities > 15 Days	Resale	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	5.00	2101.00	0.00	2.00	0.24	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	5.00	2101.00	0.00	5.00	0.24	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-02-3200	% Orders Held for Facilities > 15 Days	UNE Specials	Diagnostic Comparison to Retail Specials	DIAGNOSTIC	0.00	4.00	NA	NA	0.00	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-02-3343	% Orders Held for Facilities > 15 Days	UNE 2-Wire Digital and xDSL Loops	No Standard	DIAGNOSTIC	NA	NA	0.00	1.00	NA	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-02-5000	% Orders Held for Facilities > 15 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-5-03-5000	% Orders Held for Facilities > 60 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-6-01-2000	% Installation Troubles Reported within 30 Days	Resale	Parity with Retail POTS	ELIGIBLE	100.00	787.00	0.00	8.00	12.71	0.00	0.414	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	PR-6-01-3113	% Installation Troubles Reported within 30 Days	UNE 2-Wire Analog Loop - New	Parity with Retail POTS - Dispatched	ELIGIBLE	38.00	364.00	0.00	8.00	10.44	0.00	0.205	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	PR-6-01-3200	% Installation Troubles Reported within 30 Days	UNE Specials	Parity with Retail Specials	ELIGIBLE	NA	NA	0.00	2.00	NA	0.00	NA	SS	0	1.00	150	0	
NH	01-OCT-2018	Aggregate	PR-6-01-3343	% Installation Troubles Reported within 30 Days	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS - Dispatched	ELIGIBLE	72.00	364.00	0.00	2.00	19.78	0.00	NA	SS	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	PR-6-01-5000	% Installation Troubles Reported within 30 Days	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	150	0
NH	01-OCT-2018	Aggregate	PR-6-02-3520	% Installation Troubles Reported within 7 Days	UNE 2-Wire Analog Loop - Hot Cut	<= 2%	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	60	0
NH	01-OCT-2018	Aggregate	PR-8-01-2000	% Open Orders in a Hold Status > 30 Days	Resale	Parity with Retail POTS	ELIGIBLE	78.00	2344.00	0.00	12.00	3.33	0.00	0.432	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	PR-8-01-3112	% Open Orders in a Hold Status > 30 Days	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	78.00	2344.00	0.00	6.00	3.33	0.00	0.902	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	UNE Specials	Parity with Retail Specials	ELIGIBLE	4.00	18.00	0.00	2.00	22.22	0.00	NA	SS	0	1.00	150	0	
NH	01-OCT-2018	Aggregate	PR-8-01-3343	% Open Orders in a Hold Status > 30 Days	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	78.00	2344.00	0.00	2.00	3.33	0.00	NA	SS	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	150	0
NH	01-OCT-2018	Aggregate	PR-8-02-2000	% Open Orders in a Hold Status > 90 Days	Resale	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	68.00	2334.00	0.00	12.00	2.91	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-8-02-3112	% Open Orders in a Hold Status > 90 Days	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	68.00	2334.00	0.00	6.00	2.91	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	UNE Specials	Diagnostic Comparison to Retail Specials	DIAGNOSTIC	3.00	17.00	0.00	2.00	17.65	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-8-02-3343	% Open Orders in a Hold Status > 90 Days	UNE 2-Wire Digital and xDSL Loops	Diagnostic comparison to Retail POTS	DIAGNOSTIC	68.00	2334.00	0.00	2.00	2.91	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D Trunks	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	PR-9-01-3520	% On Time Performance - Hot Cut	UNE 2-Wire Analog Loop - Hot Cut	>= 95% Completed within Window	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	100	0
NH	01-OCT-2018	Aggregate	PR-9-08-3520	Average Duration of Hot Cut Installation Troubles	UNE 2-Wire Analog Loop - Hot Cut	Parity with Retail POTS - New	ELIGIBLE	2531.90	37.00	NA	NA	68.43	NA	NA	NA	0	1.00	100	0	
NNE	01-OCT-2018	Aggregate	MR-1-01-6000	Average Response Time - Create Trouble	VFO	<= 4.5 Seconds	ELIGIBLE	NA	NA	4563.00	1126.00	NA	4.05	NA	MET	0	1.00	5	0	
NNE	01-OCT-2018	Aggregate	MR-1-02-6000	Average Response Time - Status Trouble	VFO	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	485.00	16.00	NA	30.31	NA	NA	NA	NA		0	
NNE	01-OCT-2018	Aggregate	MR-1-03-6000	Average Response Time - Modify Trouble	VFO	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	3340.00	86.00	NA	38.84	NA	NA	NA	NA		0	
NNE	01-OCT-2018	Aggregate	MR-1-04-6000	Average Response Time - Request Cancellation of Trouble	VFO	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	150.00	6.00	NA	25.00	NA	NA	NA	NA		0	
NNE	01-OCT-2018	Aggregate	MR-1-05-6000	Average Response Time - Status and Trouble History	VFO	No Standard	DIAGNOSTIC	NA	NA	717.00	21.00	NA	34.14	NA	NA	NA	NA		0	
NNE	01-OCT-2018	Aggregate	MR-1-06-6000	Average Response Time - Test Trouble (Resale POTS Only)	VFO	<= 90 Seconds	ELIGIBLE	NA	NA	5421.00	148.00	NA	36.63	NA	MET	0	1.00	5	0	
NH	01-OCT-2018	Aggregate	MR-2-01-3200	Network Trouble Report Rate	UNE Specials	No Standard	DIAGNOSTIC	NA	NA	24.00	3644.00	NA	0.66	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-01-5000	Network Trouble Report Rate	CLEC Trunks	Parity with IXC Feature Group D Trunks	DIAGNOSTIC	0.00	35.00	0.00	682.00	0.00	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-02-2000	Network Trouble Report Rate - Loop	Resale	Parity with Retail POTS	DIAGNOSTIC	2322.00	131231.00	18.00	3729.00	1.77	0.48	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-02-3112	Network Trouble Report Rate - Loop	UNE 2-Wire Analog Loop	Parity with Retail POTS	DIAGNOSTIC	2322.00	131231.00	80.00	11663.00	1.77	0.69	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-02-3343	Network Trouble Report Rate - Loop	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	DIAGNOSTIC	582.00	131231.00	0.00	1755.00	0.44	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-03-2000	Network Trouble Report Rate - Central Office	Resale	Parity with Retail POTS	DIAGNOSTIC	135.00	131231.00	0.00	3729.00	0.10	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-03-3112	Network Trouble Report Rate - Central Office	UNE 2-Wire Analog Loop	Parity with Retail POTS	DIAGNOSTIC	18.00	131231.00	2.00	11663.00	0.01	0.02	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-2-03-3343	Network Trouble Report Rate - Central Office	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	DIAGNOSTIC	14.00	131231.00	0.00	1755.00	0.01	0.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-3-01-2010	% Missed Repair Appointment - Loop	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	232.00	414.00	5.00	18.00	56.04	27.78	2.123	MET	0	1.00	70	0	
NH	01-OCT-2018	Aggregate	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	638.00	1908.00	NA	NA	33.44	NA	NA	NA	0	1.00	35	0	
NH	01-OCT-2018	Aggregate	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	870.00	2322.00	37.00	80.00	37.47	46.25	-1.697	MISS	8	1.00	70	560.00	
NH	01-OCT-2018	Aggregate	MR-3-01-3343	% Missed Repair Appointment - Loop	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	870.00	2322.00	5.00	10.00	37.47	50.00	-1.139	MET	0	1.00	70	0	
NH	01-OCT-2018	Aggregate	MR-3-02-2010	% Missed Repair Appointment - Central Office	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	14.00	49.00	NA	NA	28.57	NA	NA	NA	0	1.00	70	0	
NH	01-OCT-2018	Aggregate	MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	13.00	86.00	NA	NA	15.12	NA	NA	NA	0	1.00	35	0	
NH	01-OCT-2018	Aggregate	MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	5.00	31.00	2.00	2.00	16.13	100.00	NA	SS	0	1.00	70	0	
NH	01-OCT-2018	Aggregate	MR-3-02-3343	% Missed Repair Appointment - Central Office	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	5.00	31.00	0.00	1.00	16.13	0.00	NA	SS	0	1.00	70	0	
NH	01-OCT-2018	Aggregate	MR-4-01-3200	Mean Time To Repair - Total	UNE Specials	Parity with Retail Specials	ELIGIBLE	90.16	10.00	173.51	24.00	9.02	7.23	-0.285	MET	0	1.00	125	0	
NH	01-OCT-2018	Aggregate	MR-4-01-5000	Mean Time To Repair - Total	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	125	0	
NH	01-OCT-2018	Aggregate	MR-4-02-2010	Mean Time To Repair - Loop Trouble	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	12381.66	414.00	416.27	18.00	29.91	23.13	0.898	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	240226.11	1908.00	NA	NA	125.90	NA	NA	NA	0	1.00	35	0	
NH	01-OCT-2018	Aggregate	MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	252607.66	2322.00	2448.52	80.00	108.79	30.61	5.000	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	MR-4-02-3343	Mean Time To Repair - Loop Trouble	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	252607.66	2322.00	288.46	10.00	108.79	28.85	5.000	MET	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	MR-4-03-2010	Mean Time To Repair - Central Office Trouble	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	1548.52	49.00	NA	NA	31.60	NA	NA	NA	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	6629.33	86.00	NA	NA	77.09	NA	NA	NA	0	1.00	35	0	
NH	01-OCT-2018	Aggregate	MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	2669.49	31.00	55.11	2.00	86.11	27.56	NA	SS	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	MR-4-03-3343	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	2669.49	31.00	14.49	1.00	86.11	14.49	NA	SS	0	1.00	60	0	
NH	01-OCT-2018	Aggregate	MR-4-04-2000	% Cleared within 24 Hours	Resale	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	515.00	2457.00	13.00	18.00	20.96	72.22	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-04-3112	% Cleared within 24 Hours	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	450.00	2353.00	38.00	82.00	19.12	46.34	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-04-3200	% Cleared within 24 Hours	UNE Specials	Diagnostic Comparison to Retail Specials	DIAGNOSTIC	8.00	10.00	23.00	24.00	90.00	95.83	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-04-3343	% Cleared within 24 Hours	UNE 2-Wire Digital and xDSL Loops	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	450.00	2353.00	7.00	11.00	19.12	63.64	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-04-5000	% Cleared within 24 Hours	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-05-5000	% Out of Service > 2 Hours	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	175	0
NH	01-OCT-2018	Aggregate	MR-4-06-2010	% Out of Service > 4 Hours	Resale Business	Diagnostic Comparison to Retail POTS - Business	DIAGNOSTIC	298.00	340.00	8.00	8.00	87.65	100.00	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-06-2120	% Out of Service > 4 Hours	Resale POTS Residence	Diagnostic Comparison to Retail POTS - Residence	DIAGNOSTIC	1264.00	1305.00	NA	NA	96.86	NA	NA	NA	NA	NA		0	
NH	01-OCT-2018	Aggregate	MR-4-06-3200	% Out of Service > 4 Hours	UNE Specials	Parity with Retail Specials	ELIGIBLE	4.00	6.00	1.00	1.00	66.67	10							

