



770 Elm St., Manchester, NH 03101 | consolidated.com | NASDAQ: CNSL

May 28, 2020

VIA FedEx and E filing

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; Consolidated Communications of Northern New England Company, LLC Wholesale Performance Plan

Dear Ms. Howland:

Consolidated Communications of Northern New England Company LLC hereby files a copy of the April 2020 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. In this report, Consolidated Communications was unable to report the data for a single diagnostic metric BI-1-02. Since this is a diagnostic only metric it does not impact penalties and therefore does not constitute a material error under the WPP. Additionally, this metric is slated to go away under the settlement reached by CANNE, Charter and Consolidated assuming it is approved by the Commission.

CLEC-specific WPP reports are available to requesting CLECs in electronic format via Consolidated Communications' 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 questions or concern.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sarah Davis', with a stylized flourish at the end.

Sarah Davis



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Senior Director Government Relations
Consolidated Communications
207.535.4188

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
NNE	01-APR-2020	Aggregate	PO-1-01-6040	Average Response Time - CSR	XML	<= 4.5 Seconds	ELIGIBLE	NA	NA	25.00	10.00	NA	2.50	NA	MET	0	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-01-6050	Average Response Time - CSR	WEB GUI	<= 6.5 Seconds	ELIGIBLE	NA	NA	1218.00	320.00	NA	3.81	NA	MET	0	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-03-6040	Average Response Time - Address Validation	XML	<= 4.5 Seconds	ELIGIBLE	NA	NA	245.00	78.00	NA	3.14	NA	MET	0	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI	<= 7.5 Seconds	ELIGIBLE	NA	NA	1407.00	504.00	NA	2.79	NA	MET	0	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-05-6040	Average Response Time - TN Availability and Reservation	XML	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-1-05-6050	Average Response Time - TN Availability and Reservation	WEB GUI	<= 7.5 Seconds	DIAGNOSTIC	NA	NA	503.00	33.00	NA	15.24	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-1-06-6040	Average Response Time - Mech. Loop Qualification	XML	<= 4.5 Seconds	ELIGIBLE	NA	NA	400.00	78.00	NA	5.13	NA	MISS	24	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-06-6050	Average Response Time - Mech. Loop Qualification	WEB GUI	<= 6.5 Seconds	ELIGIBLE	NA	NA	178.00	29.00	NA	6.14	NA	MET	0	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-07-6040	Average Response Time - Rejected Query	XML	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	29.00	7.00	NA	4.14	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-1-07-6050	Average Response Time - Rejected Query	WEB GUI	<= 7.5 Seconds	DIAGNOSTIC	NA	NA	109.00	55.00	NA	1.98	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-1-08-6040	% Timeouts	XML	<= 0.33%	ELIGIBLE	NA	NA	42.00	2405.00	NA	1.75	NA	MISS	38	5.00	5	25.00
NNE	01-APR-2020	Aggregate	PO-1-08-6050	% Timeouts	WEB GUI	<= 0.33%	ELIGIBLE	NA	NA	2.00	943.00	NA	0.21	NA	MET	0	1.00	5	0
NNE	01-APR-2020	Aggregate	PO-1-09-6040	Average Response Time - Parsed CSR	XML	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	7405.00	2190.00	NA	3.38	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-2-02-6000	OSS Interface Availability - Prime Time	VFO	>= 99.5%	ELIGIBLE	NA	NA	23760.00	23760.00	NA	100.00	NA	MET	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-3-02-1000	% Answered within 30 Seconds - Ordering	Resale and UNE	>= 80%	DIAGNOSTIC	NA	NA	468.00	515.00	NA	90.87	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-3-04-1000	% Answered within 30 Seconds - Repair	Resale and UNE	>= 80%	DIAGNOSTIC	NA	NA	10667.00	13093.00	NA	81.47	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-4-01-6660	% Change Management Notices Sent on Time	Change Notices (types 3, 4 and 5)	>= 95%	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-4-01-6671	% Change Management Notices Sent on Time	Change Notices (types 1 and 2)	>= 95%	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-4-02-6600	Change Management Notices - Delay 1 to 7 Days	Change Notices all types	No Standard	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-4-03-6600	Change Management Notices - Delay >= 8 Days	Change Notices all types	0 (zero) Notices >= 8 Days	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-5-01-6500	% On Time Notice of OSS Interface Outage	OSS Interface Outage Notifications	>= 95% within 20 Minutes of Outage	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	PO-6-01-6000	Software Validation	VFO	<= 5% Failed Transactions	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-7-01-6000	% Production Software Referrals Resolved On Time	VFO	>= 95% within 48 Hours/10 Business Days	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-7-02-6000	Delay Hours Production Software Resolution - Change - Transactions Failed - No Workaround	VFO	0 (zero) production resolution changes > 48 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-7-03-6000	Delay Days Production Software Resolution - Change - Transactions Failed - With Workaround	VFO	0 (zero) production resolution changes > 10 Business Days	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NNE	01-APR-2020	Aggregate	PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions - Transactions Failed - No Workaround	VFO	0 (zero) failed/rejected test deck transactions > 48 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	Severity Dependent	0
NH	01-APR-2020	Aggregate	PO-8-01-6100	% On Time - Manual Loop Qualification	Manual Loop Qual Request	>= 95% within 48 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	40	0
NH	01-APR-2020	Aggregate	OR-1-02-2000	% On Time LSRC - Flow-Through	Resale	>= 95% within 2 Hours	ELIGIBLE	NA	NA	10.00	10.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-02-3332	% On Time LSRC - Flow-Through	UNE 2-Wire Loops/LNP	>= 95% within 2 Hours	ELIGIBLE	NA	NA	417.00	419.00	NA	99.52	NA	MET	1	1.00	28	28.00
NH	01-APR-2020	Aggregate	OR-1-04-2000	% On Time LSRC - No Facility Check (Non-Flow-Through)	Resale	>= 95% within 24 Hours	ELIGIBLE	NA	NA	5.00	5.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-04-3331	% On Time LSRC - No Facility Check (Non-Flow-Through)	UNE 2-Wire Analog Loop/LNP	>= 95% within 24 Hours	ELIGIBLE	NA	NA	33.00	33.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-04-3343	% On Time LSRC - No Facility Check (Non-Flow-Through)	UNE 2-Wire Digital and xDSL Loops	>= 95% within 24 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-06-2000	% On Time LSRC/ASRC - Facility Check (Non-Flow-Through)	Resale	>= 95% within 72 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-06-3200	% On Time LSRC/ASRC - Facility Check (Non-Flow-Through)	UNE Specials	>= 95% within 5 Business Days	ELIGIBLE	NA	NA	1.00	1.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-1-06-3331	% On Time LSRC/ASRC - Facility Check (Non-Flow-Through)	UNE 2-Wire Analog Loop/LNP	>= 95% within 72 Hours	ELIGIBLE	NA	NA	1.00	1.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-06-3343	% On Time LSRC/ASRC - Facility Check (Non-Flow-Through)	UNE 2-Wire Digital and xDSL Loops	>= 95% within 72 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-1-12-5020	% On Time ASRC	CLEC Trunks (<= 192 Forecasted)	>= 95% within 10 Business Days	ELIGIBLE	NA	NA	1.00	1.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-1-12-5030	% On Time ASRC	CLEC Trunks (> 192, Unforecasted, and Projects)	>= 95% within Negotiated Interval	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-1-13-5000	% On Time Design Layout Record (DLR)	CLEC Trunks	>= 95% On or Before DLRD	ELIGIBLE	NA	NA	1.00	1.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-2-02-2000	% On Time LSR Reject (Flow-Through)	Resale	>= 95% within 2 Hours	ELIGIBLE	NA	NA	22.00	22.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-02-3332	% On Time LSR Reject (Flow-Through)	UNE 2-Wire Loops/LNP	>= 95% within 2 Hours	ELIGIBLE	NA	NA	114.00	114.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-04-2000	% On Time LSR Reject - No Facility Check (Non-Flow-Through)	Resale	>= 95% within 24 Hours	ELIGIBLE	NA	NA	5.00	5.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-04-3331	% On Time LSR Reject - No Facility Check (Non-Flow-Through)	UNE 2-Wire Analog Loop/LNP	>= 95% within 24 Hours	ELIGIBLE	NA	NA	8.00	8.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-04-3343	% On Time LSR Reject - No Facility Check (Non-Flow-Through)	UNE 2-Wire Digital and xDSL Loops	>= 95% within 24 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-06-2000	% On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)	Resale	>= 95% within 72 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-06-3200	% On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)	UNE Specials	>= 95% within 5 Business Days	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)	UNE 2-Wire Analog Loop/LNP	>= 95% within 72 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-06-3343	% On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)	UNE 2-Wire Digital and xDSL Loops	>= 95% within 72 Hours	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-2-12-5020	% On Time Trunk ASR Reject	CLEC Trunks (<= 192 Forecasted)	>= 95% within 7 Business Days	ELIGIBLE	NA	NA	2.00	2.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-2-12-5030	% On Time Trunk ASR Reject	CLEC Trunks (> 192, Unforecasted, and Projects)	>= 95% within Negotiated Interval	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	OR-4-11-1000	% Completed Orders with Neither a PCN nor BCN Sent	Resale and UNE	<= 0.25% within 2 Business Days of Provisioning Completion	DIAGNOSTIC	NA	NA	0.00	799.00	NA	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	OR-4-16-1000	% Provisioning Completion Notifiers Sent within One Business Day	Resale and UNE	>= 95%	ELIGIBLE	NA	NA	312.00	313.00	NA	99.88	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-4-17-1000	% Billing Completion Notifiers Sent On Time	Resale and UNE	>= 95.5% within 2 or 4 Business Days of Provisioning Completion	ELIGIBLE	NA	NA	796.00	798.00	NA	99.75	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-5-01-2000	% Flow-Through - Total	Resale	No Standard	DIAGNOSTIC	NA	NA	10.00	15.00	NA	66.67	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	OR-5-01-3112	% Flow-Through - Total	UNE 2-Wire Analog Loop	No Standard	DIAGNOSTIC	NA	NA	85.00	85.00	NA	100.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	OR-5-01-3121	% Flow-Through - Total	Directory Listings and LNP	No Standard	DIAGNOSTIC	NA	NA	797.00	842.00	NA	94.66	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	OR-5-03-2000	% Flow-Through - Achieved	Resale	>= 95%	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	35	0
NH	01-APR-2020	Aggregate	OR-5-03-3112	% Flow-Through - Achieved	UNE 2-Wire Analog Loop	>= 95%	ELIGIBLE	NA	NA	44.00	44.00	NA	100.00	NA	MET	0	1.00	35	0
NH	01-APR-2020	Aggregate	OR-5-03-3121	% Flow-Through - Achieved	Directory Listings and LNP	>= 95%	ELIGIBLE	NA	NA	558.00	571.00	NA	97.72	NA	MET	2	1.00	35	70.00
NNE	01-APR-2020	Aggregate	OR-6-01-1001	% Service Order Accuracy	Resale and UNE 2-Wire Loops /LNP	>= 95% without Errors	ELIGIBLE	NA	NA	54.00	54.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-APR-2020	Aggregate	OR-6-03-2000	% Resent LSRC	Resale	<= 5% due to Errors	ELIGIBLE	NA	NA	0.00	7.00	NA	0.00	NA	MET	0	1.00	28	0
NH	01-APR-2020	Aggregate	OR-6-03-3332	% Resent LSRC	UNE 2-Wire Loops/LNP	<= 5% due to Errors	ELIGIBLE	NA	NA	2.00	36.00	NA	5.56	NA	MISS	2	1.00	28	56.00
NNE	01-APR-2020	Aggregate	OR-6-04-1040	% Accuracy - Directory Listing	Directory Listings	>= 95% without Errors	ELIGIBLE	NA	NA	5.00	5.00	NA	100.00	NA	MET	0	1.00	40	0
NH	01-APR-2020	Aggregate	OR-11-01-2000	% On Time Resale Provider Notifications	Resale	>= 95% within 2 Business Days	ELIGIBLE	NA	NA	72.00	72.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-APR-2020	Aggregate	PR-1-04-3112	Average Interval Offered - Dispatch (6 to 9 Lines)	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	8.00	2.00	NA	NA	4.00	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines)	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	9.00	3.00	NA	NA	3.00	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-1-09-3211	Average Interval Offered	UNE DS1	Parity with Retail DS1	DIAGNOSTIC	14.00	4.00	NA	NA	3.50	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-1-09-3213	Average Interval Offered	UNE DS3	Parity with Retail DS3	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-1-09-5020	Average Interval Offered	CLEC Trunks (<= 192 Forecasted)														

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-APR-2020	Aggregate	PR-5-02-3343	% Orders Held for Facilities > 15 Days	UNE 2-Wire Digital and xDSL Loops	No Standard	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-5-02-5000	% Orders Held for Facilities > 15 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	0.00	2.00	0.00	2.00	0.00	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-5-03-5000	% Orders Held for Facilities > 60 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	0.00	2.00	0.00	2.00	0.00	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-6-01-2000	% Installation Troubles Reported within 30 Days	Resale	Parity with Retail POTS	ELIGIBLE	59.00	438.00	0.00	7.00	13.47	0.00	0.340	MET	0	1.00	60	0
NH	01-APR-2020	Aggregate	PR-6-01-3113	% Installation Troubles Reported within 30 Days	UNE 2-Wire Analog Loop - New	Parity with Retail POTS - Dispatched	ELIGIBLE	16.00	188.00	0.00	1.00	8.51	0.00	NA	SS	0	1.00	60	0
NH	01-APR-2020	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-APR-2020	Aggregate	PR-6-01-3343	% Installation Troubles Reported within 30 Days	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS - Dispatched	ELIGIBLE	34.00	188.00	NA	NA	18.09	NA	NA	NA	0	1.00	60	0
NNE	01-APR-2020	Aggregate	PR-6-01-5000	% Installation Troubles Reported within 30 Days	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	0.00	8.00	0.00	5.00	0.00	0.00	NA	MET	0	1.00	150	0
NH	01-APR-2020	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	0	1.00	60	0
NH	01-APR-2020	Aggregate	PR-8-01-2000	% Open Orders in a Hold Status > 30 Days	Resale	Parity with Retail POTS	ELIGIBLE	35.00	928.00	0.00	5.00	3.77	0.00	NA	SS	0	1.00	60	0
NH	01-APR-2020	Aggregate	PR-8-01-3112	% Open Orders in a Hold Status > 30 Days	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	35.00	928.00	0.00	2.00	3.77	0.00	NA	SS	0	1.00	60	0
NH	01-APR-2020	Aggregate	PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	UNE Specials	Parity with Retail Specials	ELIGIBLE	3.00	7.00	0.00	3.00	42.86	0.00	NA	SS	0	1.00	150	0
NH	01-APR-2020	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	35.00	928.00	NA	NA	3.77	NA	NA	NA	0	1.00	60	0
NNE	01-APR-2020	Aggregate	PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	0.00	9.00	0.00	8.00	0.00	0.00	NA	MET	0	1.00	150	0
NH	01-APR-2020	Aggregate	PR-8-02-2000	% Open Orders in a Hold Status > 90 Days	Resale	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	32.00	925.00	1.00	6.00	3.46	16.67	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-8-02-3112	% Open Orders in a Hold Status > 90 Days	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	32.00	925.00	0.00	2.00	3.46	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	UNE Specials	Diagnostic Comparison to Retail Specials	DIAGNOSTIC	3.00	7.00	0.00	3.00	42.86	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	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	32.00	925.00	NA	NA	3.46	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D Trunks	DIAGNOSTIC	0.00	2.00	0.00	2.00	0.00	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	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	0	1.00	100	0
NH	01-APR-2020	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	789.12	21.00	NA	NA	37.58	NA	NA	NA	0	1.00	100	0
NNE	01-APR-2020	Aggregate	MR-1-01-6000	Average Response Time - Create Trouble	VFO	<= 4.5 Seconds	ELIGIBLE	NA	NA	124203.00	568.00	NA	218.67	NA	MISS	4	1.00	5	10.00
NNE	01-APR-2020	Aggregate	MR-1-02-6000	Average Response Time - Status Trouble	VFO	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	107.00	5.00	NA	21.40	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	MR-1-03-6000	Average Response Time - Modify Trouble	VFO	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	515.00	18.00	NA	28.61	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	MR-1-04-6000	Average Response Time - Request Cancellation of Trouble	VFO	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	14.00	1.00	NA	14.00	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	MR-1-05-6000	Average Response Time - Status and Trouble History	VFO	No Standard	DIAGNOSTIC	NA	NA	48.00	1.00	NA	48.00	NA	NA	NA	NA		0
NNE	01-APR-2020	Aggregate	MR-1-06-6000	Average Response Time - Test Trouble (Resale POTS Only)	VFO	<= 90 Seconds	ELIGIBLE	NA	NA	4279.00	91.00	NA	47.02	NA	MET	0	1.00	5	0
NH	01-APR-2020	Aggregate	MR-2-01-3200	Network Trouble Report Rate	UNE Specials	No Standard	DIAGNOSTIC	NA	NA	2.00	3480.00	NA	0.06	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-01-5000	Network Trouble Report Rate	CLEC Trunks	Parity with IXC Feature Group D Trunks	DIAGNOSTIC	0.00	48.00	0.00	679.00	0.00	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-02-2000	Network Trouble Report Rate - Loop	Resale	Parity with Retail POTS	DIAGNOSTIC	1272.00	113451.00	8.00	3485.00	1.12	0.23	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-02-3112	Network Trouble Report Rate - Loop	UNE 2-Wire Analog Loop	Parity with Retail POTS	DIAGNOSTIC	1272.00	113451.00	28.00	9729.00	1.12	0.29	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-02-3343	Network Trouble Report Rate - Loop	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	DIAGNOSTIC	395.00	113451.00	0.00	1390.00	0.35	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-03-2000	Network Trouble Report Rate - Central Office	Resale	Parity with Retail POTS	DIAGNOSTIC	127.00	113451.00	1.00	3485.00	0.11	0.03	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-03-3112	Network Trouble Report Rate - Central Office	UNE 2-Wire Analog Loop	Parity with Retail POTS	DIAGNOSTIC	13.00	113451.00	1.00	9729.00	0.01	0.01	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-2-03-3343	Network Trouble Report Rate - Central Office	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	DIAGNOSTIC	8.00	113451.00	0.00	1390.00	0.01	0.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-3-01-2010	% Missed Repair Appointment - Loop	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	92.00	228.00	2.00	8.00	40.35	25.00	0.481	MET	0	1.00	70	0
NH	01-APR-2020	Aggregate	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	88.00	1044.00	NA	NA	8.43	NA	NA	NA	0	1.00	35	0
NH	01-APR-2020	Aggregate	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	180.00	1272.00	15.00	28.00	14.15	53.57	-5.000	MISS	11	2.50	70	1,925.00
NH	01-APR-2020	Aggregate	MR-3-01-3343	% Missed Repair Appointment - Loop	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	180.00	1272.00	1.00	2.00	14.15	50.00	NA	SS	0	1.00	70	0
NH	01-APR-2020	Aggregate	MR-3-02-2010	% Missed Repair Appointment - Central Office	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	9.00	37.00	0.00	1.00	24.32	0.00	NA	SS	0	1.00	70	0
NH	01-APR-2020	Aggregate	MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	4.00	90.00	NA	NA	4.44	NA	NA	NA	0	1.00	35	0
NH	01-APR-2020	Aggregate	MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	1.00	19.00	2.00	4.00	5.26	50.00	NA	SS	0	1.00	70	0
NH	01-APR-2020	Aggregate	MR-3-02-3343	% Missed Repair Appointment - Central Office	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	1.00	19.00	NA	NA	5.26	NA	NA	NA	0	1.00	70	0
NH	01-APR-2020	Aggregate	MR-4-01-3200	Mean Time To Repair - Total	UNE Specials	Parity with Retail Specials	ELIGIBLE	120.22	12.00	4.47	2.00	10.02	2.34	NA	SS	0	1.00	125	0
NH	01-APR-2020	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-APR-2020	Aggregate	MR-4-02-2010	Mean Time To Repair - Loop Trouble	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	4216.00	228.00	157.67	8.00	18.49	19.71	-0.283	MET	0	1.00	60	0
NH	01-APR-2020	Aggregate	MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	38425.18	1044.00	NA	NA	36.81	NA	NA	NA	0	1.00	35	0
NH	01-APR-2020	Aggregate	MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	42641.12	1272.00	634.70	28.00	33.52	22.67	2.489	MET	0	1.00	60	0
NH	01-APR-2020	Aggregate	MR-4-02-3343	Mean Time To Repair - Loop Trouble	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	42641.12	1272.00	23.13	2.00	33.52	11.56	NA	SS	0	1.00	60	0
NH	01-APR-2020	Aggregate	MR-4-03-2010	Mean Time To Repair - Central Office Trouble	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	439.04	37.00	19.65	1.00	11.87	19.65	NA	SS	0	1.00	60	0
NH	01-APR-2020	Aggregate	MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Residence	Parity with Retail POTS - Residence	ELIGIBLE	2322.03	90.00	NA	NA	25.80	NA	NA	NA	0	1.00	35	0
NH	01-APR-2020	Aggregate	MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	424.01	19.00	69.77	4.00	22.32	17.44	NA	SS	0	1.00	60	0
NH	01-APR-2020	Aggregate	MR-4-03-3343	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	424.01	19.00	NA	NA	22.32	NA	NA	NA	0	1.00	60	0
NH	01-APR-2020	Aggregate	MR-4-04-2000	% Cleared within 24 Hours	Resale	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	633.00	1399.00	8.00	9.00	45.25	88.89	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-04-3112	% Cleared within 24 Hours	UNE 2-Wire Analog Loop	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	570.00	1291.00	28.00	32.00	44.15	87.50	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-04-3200	% Cleared within 24 Hours	UNE Specials	Diagnostic Comparison to Retail Specials	DIAGNOSTIC	10.00	12.00	2.00	2.00	83.33	100.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-04-3343	% Cleared within 24 Hours	UNE 2-Wire Digital and xDSL Loops	Diagnostic Comparison to Retail POTS	DIAGNOSTIC	570.00	1291.00	2.00	2.00	44.15	100.00	NA	NA	NA	NA		0
NH	01-APR-2020	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-APR-2020	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	0	1.00	175	0
NH	01-APR-2020	Aggregate	MR-4-06-2010	% Out of Service > 4 Hours	Resale Business	Diagnostic Comparison to Retail POTS - Business	DIAGNOSTIC	130.00	160.00	4.00	4.00	81.25	100.00	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-06-2120	% Out of Service > 4 Hours	Resale POTS Residence	Diagnostic Comparison to Retail POTS - Residence	DIAGNOSTIC	718.00	749.00	NA	NA	95.86	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-06-3200	% Out of Service > 4 Hours	UNE Specials	Parity with Retail Specials	ELIGIBLE	6.00	9.00	NA	NA	66.67	NA	NA	NA	0	1.00	175	0
NH	01-APR-2020	Aggregate	MR-4-06-5000	% Out of Service > 4 Hours	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D Trunks	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-07-2010	% Out of Service > 12 Hours	Resale Business	Parity with Retail POTS - Business	ELIGIBLE	86.00	160.00	3.00	4.00	53.75	75.00	NA	SS	0	1.00	100	0
NH	01-APR-2020	Aggregate	MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS Residence	Diagnostic Comparison to Retail POTS - Residence	DIAGNOSTIC	681.00	749.00	NA	NA	88.25	NA	NA	NA	NA	NA		0
NH	01-APR-2020	Aggregate	MR-4-07-3112	% Out of Service > 12 Hours	UNE 2-Wire Analog Loop	Parity with Retail POTS	ELIGIBLE	701.00	854.00	13.00	21.00	82.08	61.90	1.947	MET	0	1.00	100	0
NH	01-APR-2020	Aggregate	MR-4-07-3343	% Out of Service > 12 Hours	UNE 2-Wire Digital and xDSL Loops	Parity with													

