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January 28, 2021

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 December 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.

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', written over a light blue horizontal line.

Sarah Davis
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-DEC-2020	Aggregate	PO-1-01-6040	Average Response Time - CSR	XML	<= 4.5 Seconds	ELIGIBLE	NA	NA	17.00	9.00	NA	1.89	NA	MET	0	1.00	5	0
NNE	01-DEC-2020	Aggregate	PO-1-01-6050	Average Response Time - CSR	WEB GUI	<= 6.5 Seconds	ELIGIBLE	NA	NA	906.00	315.00	NA	2.88	NA	MET	0	1.00	5	0
NNE	01-DEC-2020	Aggregate	PO-1-03-6040	Average Response Time - Address Validation	XML	<= 4.5 Seconds	ELIGIBLE	NA	NA	77.00	54.00	NA	1.43	NA	MET	0	1.00	5	0
NNE	01-DEC-2020	Aggregate	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI	<= 7.5 Seconds	ELIGIBLE	NA	NA	593.00	347.00	NA	1.71	NA	MET	0	1.00	5	0
NNE	01-DEC-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-DEC-2020	Aggregate	PO-1-05-6050	Average Response Time - TN Availability and Reservation	WEB GUI	<= 7.5 Seconds	DIAGNOSTIC	NA	NA	321.00	28.00	NA	11.46	NA	NA	NA	NA		0
NNE	01-DEC-2020	Aggregate	PO-1-06-6040	Average Response Time - Mech. Loop Qualification	XML	<= 4.5 Seconds	ELIGIBLE	NA	NA	200.00	45.00	NA	4.44	NA	MET	0	1.00	5	0
NNE	01-DEC-2020	Aggregate	PO-1-06-6050	Average Response Time - Mech. Loop Qualification	WEB GUI	<= 6.5 Seconds	ELIGIBLE	NA	NA	124.00	30.00	NA	4.13	NA	MET	0	1.00	5	0
NNE	01-DEC-2020	Aggregate	PO-1-07-6040	Average Response Time - Rejected Query	XML	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	7.00	6.00	NA	1.17	NA	NA	NA	NA		0
NNE	01-DEC-2020	Aggregate	PO-1-07-6050	Average Response Time - Rejected Query	WEB GUI	<= 7.5 Seconds	DIAGNOSTIC	NA	NA	48.00	43.00	NA	1.12	NA	NA	NA	NA		0
NNE	01-DEC-2020	Aggregate	PO-1-08-6040	% Timeouts	XML	<= 0.33%	ELIGIBLE	NA	NA	107.00	2571.00	NA	4.16	NA	MISS	100	5.00	5	225.00
NNE	01-DEC-2020	Aggregate	PO-1-08-6050	% Timeouts	WEB GUI	<= 0.33%	ELIGIBLE	NA	NA	14.00	777.00	NA	1.80	NA	MISS	14	4.50	5	67.50
NNE	01-DEC-2020	Aggregate	PO-1-09-6040	Average Response Time - Parsed CSR	XML	<= 4.5 Seconds	DIAGNOSTIC	NA	NA	6297.00	2350.00	NA	2.68	NA	NA	NA	NA		0
NNE	01-DEC-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-DEC-2020	Aggregate	PO-3-02-3000	% Answered within 30 Seconds - Ordering	UNE	>= 80%	DIAGNOSTIC	NA	NA	423.00	475.00	NA	89.05	NA	NA	NA	NA		0
NNE	01-DEC-2020	Aggregate	PO-3-04-3000	% Answered within 30 Seconds - Repair	UNE	>= 80%	DIAGNOSTIC	NA	NA	12077.00	18732.00	NA	64.47	NA	NA	NA	NA		0
NNE	01-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-2020	Aggregate	PO-8-04-3343	% 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-DEC-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-DEC-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-DEC-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-DEC-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-DEC-2020	Aggregate	OR-1-12-5030	% On Time ASRC	CLEC Trunks (> 192, Unforecasted, and Projects)	>= 95% within Negotiated Interval	ELIGIBLE	NA	NA	1.00	1.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-DEC-2020	Aggregate	OR-1-13-5000	% On Time Design Layout Record (DLR)	CLEC Trunks	>= 95% On or Before DLRD	ELIGIBLE	NA	NA	1.00	2.00	NA	50.00	NA	MET	0	1.00	56	0
NH	01-DEC-2020	Aggregate	OR-2-02-3333	% On Time LSR Reject (Flow-Through)	UNE 2-Wire Loops	>= 95% within 2 Hours	ELIGIBLE	NA	NA	13.00	13.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-DEC-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	9.00	9.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-DEC-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-DEC-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	2.00	2.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-DEC-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-DEC-2020	Aggregate	OR-2-12-5020	% On Time Trunk ASR Reject	CLEC Trunks (<= 192 Forecasted)	>= 95% within 7 Business Days	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	56	0
NH	01-DEC-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-DEC-2020	Aggregate	OR-4-11-3000	% Completed Orders with Neither a PCN nor BCN Sent	UNE	<= 0.25% within 2 Business Days of Provisioning Completion	DIAGNOSTIC	NA	NA	0.00	791.00	NA	0.00	NA	NA	NA	NA		0
NH	01-DEC-2020	Aggregate	OR-4-16-3000	% Provisioning Completion Notifiers Sent within One Business Day	UNE	>= 95%	ELIGIBLE	NA	NA	308.00	308.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-DEC-2020	Aggregate	OR-4-17-3000	% Billing Completion Notifiers Sent On Time	UNE	>= 95.5% within 2 or 4 Business Days of Provisioning Completion	ELIGIBLE	NA	NA	791.00	791.00	NA	100.00	NA	MET	0	1.00	28	0
NH	01-DEC-2020	Aggregate	OR-5-03-3112	% Flow-Through - Achieved	UNE 2-Wire Analog Loop	>= 95%	ELIGIBLE	NA	NA	6.00	6.00	NA	100.00	NA	MET	0	1.00	35	0
NH	01-DEC-2020	Aggregate	OR-5-03-3121	% Flow-Through - Achieved	Directory Listings and LNP	>= 95%	ELIGIBLE	NA	NA	495.00	502.00	NA	98.61	NA	MET	0	1.00	35	0
NNE	01-DEC-2020	Aggregate	OR-6-01-3332	% Service Order Accuracy	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-DEC-2020	Aggregate	OR-6-03-3332	% Resent LSRC	UNE 2-Wire Loops/LNP	<= 5% due to Errors	ELIGIBLE	NA	NA	1.00	55.00	NA	1.82	NA	MET	0	1.00	28	0
NNE	01-DEC-2020	Aggregate	OR-6-04-1040	% Accuracy - Directory Listing	Directory Listings	>= 95% without Errors	ELIGIBLE	NA	NA	6.00	7.00	NA	95.71	NA	MET	0	1.00	40	0
NH	01-DEC-2020	Aggregate	OR-11-01-2000	% On Time Resale Provider Notifications	Resale	>= 95% within 2 Business Days	ELIGIBLE	NA	NA	123.00	123.00	NA	100.00	NA	MET	0	1.00	56	0
NH	01-DEC-2020	Aggregate	PR-1-09-3211	Average Interval Offered	UNE DS1	Parity with Retail DS1	DIAGNOSTIC	158.00	19.00	9.00	1.00	8.21	9.00	NA	NA	NA	NA		0
NH	01-DEC-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-DEC-2020	Aggregate	PR-1-09-5020	Average Interval Offered	CLEC Trunks (<= 192 Forecasted)	Parity with IXC Feature Group D Trunks	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-DEC-2020	Aggregate	PR-1-09-5030	Average Interval Offered	CLEC Trunks (> 192, Unforecasted, and Projects)	Parity with IXC Feature Group D Trunks	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-DEC-2020	Aggregate	PR-3-01-2000	% Completed in 1 Day - No Dispatch (1 to 5 Lines)	Resale	Diagnostic Standard, No Retail Statistics Calculated	DIAGNOSTIC	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		0
NH	01-DEC-2020	Aggregate	PR-3-10-3343	% Completed in 6 Days (1 to 5 Lines)	UNE 2-Wire Digital and xDSL Loops	>= 95%	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	60	0
NH	01-DEC-2020	Aggregate	PR-4-01-3211	% Missed Due Date	UNE DS1	Parity with Retail DS1	ELIGIBLE	8.00	19.00	0.00	1.00	42.11	0.00	NA	SS	0	1.00	126	0
NH	01-DEC-2020	Aggregate	PR-4-01-3213	% Missed Due Date	UNE DS3	Parity with Retail DS3	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	280	0
NH	01-DEC-2020	Aggregate	PR-4-02-3200	Average Delay Days	UNE Specials	Parity with Retail Specials	ELIGIBLE	50.00	8.00	NA	NA	6.25	NA	NA	NA	0	1.00	150	0
NH	01-DEC-2020	Aggregate	PR-4-02-3343	Average Delay Days	UNE 2-Wire Digital and xDSL Loops	Parity with Retail POTS	ELIGIBLE	88.00	52.00	NA	NA	1.69	NA	NA	NA	0	1.00	60	0
NH	01-DEC-2020	Aggregate	PR-4-02-5000	Average Delay Days	CLEC Trunks	Parity with IXC Feature Group D Trunks	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	150	0
NH	01-DEC-2020	Aggregate	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP	>= 95%	ELIGIBLE	NA	NA	276.00	290.00	NA	95.17	NA	MET	11	1.00	35	385.00
NH	01-DEC-2020	Aggregate	PR-4-14-3343	% Met Due Date	UNE 2-Wire Digital and xDSL Loops	>= 95%	ELIGIBLE	NA	NA	NA	NA	NA	NA	NA	NA	0	1.00	60	0
NH	01-DEC-2020	Aggregate	PR-4-15-5000	% Met Due Date - Trunks	CLEC Trunks	>= 95%	ELIGIBLE	NA	NA	1.00	1.00	NA	100.00	NA	MET	0	1.00	150	0
NH	01-DEC-2020	Aggregate	PR-4-16-1040	% Directory Data Base Updates Completed On Time	Directory Listings	>= 95% within 1 Business Day	ELIGIBLE	NA	NA	650.00	661.00	NA	98.34	NA	MET	3	1.00	23	69.00
NH	01-DEC-2020	Aggregate	PR-5-01-9000	% Missed Due Date - Facilities	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D Trunks	DIAGNOSTIC	NA	NA	0.00	1.00	NA	0.00	NA	NA	NA	NA		0
NH	01-DEC-2020	Aggregate	PR-5-02-3200	% Orders Held for Facilities > 15 Days	UNE Specials	Diagnostic Comparison to Retail Specials	DIAGNOSTIC	0.00	2.00	NA	NA	0.00	NA	NA	NA	NA	NA		0
NH	01-DEC-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-DEC-2020	Aggregate	PR-5-02-5000	% Orders Held for Facilities > 15 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	NA	NA	0.00	1.00	NA	0.00	NA	NA	NA	NA		0
NH	01-DEC-2020	Aggregate	PR-5-03-5000	% Orders Held for Facilities > 60 Days	CLEC Trunks	Diagnostic Comparison to IXC Feature Group D	DIAGNOSTIC	NA	NA	0.00	1.00	NA	0.00	NA	NA	NA			

