

## FairPoint Communications NNE BiWeekly Dashboard Cover Letter (1/04/10)

As discussed in FairPoint's last distribution of the BiWeekly Dashboard we are continuing to focus on Customer Service Delivery performance related to both installations and repair troubles.

As indicated in the state tabs in this week's BiWeekly report the Installation metrics show an improving service level of approximately 86-88% for "Installation Commitments Met".

The Repair performance metrics have been a challenge over the last two weeks. Although you will note improved repair performance metrics the week of 12/21-27, that in combination with the following week's metrics are the result of the regional weather and the staff availability during the holidays. Although we had planned for the spread of the appointments as a result of pushing out some of the 12/24 load, with the additional challenge of the weather event that weekend we experienced the incremental "push out" of the maintenance clock. Therefore our performance metric for "% Repair Commitments Met" the week of 12/28-1/03 was improved from the week prior to the holidays but not at the same level as the week of 12/21.

We will continue our focus on these service areas with ongoing analysis of our processes and review of system enhancements that enable us to improve our performance results.

With the continuing improvement of the activity related to the Flow Through eligible orders we are initiating a focus on the Disconnect processes with the intention of reducing those late orders in the immediate future. Likewise for the LSR and ASR order activity, we will be continue to dedicate resources to analyze the "root cause" of those flow through issues as we review the results of the December deployments.

Updated Billing Metrics for the month of December will be provided in the 1/18/10 report. Due to the holiday period we were not able to access all of the necessary data in time for today's report.

The Customer Delivery Improvement Project (CDIP) continues to be focused on its primary projects. As stated in our last distribution, during our updates in 2010 we will feature individual projects and provide more specific updates regarding their individual goals, deliverables and current progress.

Please direct any questions or comments regarding this report to [FairPointInput@FairPoint.com](mailto:FairPointInput@FairPoint.com)