



Kevin M. Shea
Vice President
Government Relations NH
900 Elm Street, Suite 1922
Manchester, NH 03101
603-641-1667

May 4, 2009

Kathryn M. Bailey, PE
Telecommunications Division Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301

Dear Kate:

In accordance with the Commission's Electronic Report Filing (ERF) program, FairPoint Communications - NNE has electronically filed the Quality of Service report for March 2009 and is also filling the attached paper copy.

This filing is for the second month since FairPoint Communications – NNE cutover to its own systems. With respect to the fact that we continue with ongoing improvements to systems and reporting mechanisms, we submit the attached report with the following notations and limitations:

- % Installation Service Orders Met Commitment – Service Metric 7 is skewed due to the inability to populate the correct completion date of any order that dropped out and was pushed to completion.
- The metrics associated with trouble reports are somewhat inaccurate due to the fact that we discovered that a subset of trouble cause codes is not being captured on the reports. This translates to approximately 15% of our troubles not being counted. The metrics affected are:
 - Customer Trouble Reports Rate per 100 lines (Service Metric 13)
 - % Troubles not cleared within 24-hours (Service Metric 24)
 - Repeat Trouble Reports Rate per 100 lines (Service Metric 25)
- As discussed in connection with the recent PAP report waiver, FairPoint is unable to measure subsequent repair reports at this time. Subsequent troubles have historically been included in the counts for % Troubles not cleared within 24-hours.
- It has been identified that the requirement to provide “y miss” code has been overridden in the system in order to enhance the ability to push the orders through during these initial weeks of the new systems. As a result all “missed appointments” will be attributed to company reason. The inability to back date is also impacting the missed installation dates and average delay days.

- Two metrics (Total Held Orders on Hand Month End - Service Metric 19 and Held Orders over 30 Days – Service Metric 27) are overstated due to the fact that the original Requirements Document indicated we collect all orders present in the systems (i.e. not complete) at end of month. This metric should collect only held orders due to facility reasons and the Requirements Document, Technical Requirements Document and associated programming code changes in CAMP have been identified and timeline assigned.
- Total Access Line in Service – Service Metric 26, counts for reporting are driven by certain product codes. During FairPoint Communications' review of March data we found that product codes for WATS and Lifeline were missing and had Capgemini add those to our counts for March data month; however discovering those missing codes requires that FairPoint do a complete review of the reporting systems to insure all appropriate product codes are included.
- Number of Access Lines Installed – Service Metric 22 is skewed due to orders being processed manually outside the systems.
- There will be a noted and expected difference in the Access Line counts between the NH SQI report and the NH Wire Center report. The variance is the number of circuits that are picked up in the SQI report, but not in the Wire Center report. Circuits do not have a telephone number and cannot be tied back to an exchange.
- % Dial tone Speed within 3 seconds and % Call Completion – Service Metrics 16 & 17 will not be available until the May 2009 reporting month due to translation issues within the system.

The remaining March results are as correct as we can extract at this time, but we are continuing to examine the methods of compiling the data. An internal timeline is being developed to affect the necessary code changes. We will share that as soon as we have it completed. Until then, data will continue to be calculated using the existing methodologies.

FairPoint will rerun the measurements for these early months later in the year, after research and any appropriate configuration adjustments have been completed. This won't result in adjustments where "data didn't exist" or "date issues" but it will provide a more accurate measurement of the performance.

Please call if you have any questions.

Sincerely,

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Karen Mead
Jeff Allen
Erin Austin