

**Northern New England Telephone Operations LLC
and
Telephone Operating Company of Vermont LLC
(d/b/a “FairPoint-NNE”)**

Wholesale Performance Plan

**Maine
New Hampshire
Vermont**

Effective: xx/xx/xx

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INTRODUCTION

This document and its appendices describe the wholesale services metrics and performance standards applicable to Northern New England Telephone Operations LLC and Telephone Operating Company of Vermont LLC (collectively “FairPoint NNE” or “FairPoint”). This document consists of two major sections and seven supporting appendices, which collectively are referred to as the “Wholesale Performance Plan,” “WPP,” or “Plan.” The WPP is a self-executing remedy plan that ensures FairPoint NNE will provide services, access and interconnection to Competitive Local Exchange Carriers (“CLECs”) consistent with the requirements of the Communications Act of 1934, as amended, State law and regulation, and stipulations between the CLECs and FairPoint NNE.

The metrics used to measure performance set forth in Section 2 are referred to as the “WPP Guidelines” or “Guidelines.” The “Wholesale Performance Plan Performance Reports” generated in accordance with the WPP Guidelines, inclusive of the bill credit calculation results, are referred to as the “WPP Performance Reports” or “WPP Reports” or “Reports.” The WPP Guidelines and Reports replace in their entirety the Carrier-To-Carrier “C2C” Guidelines and C2C Reports and the Performance Assurance Plan “PAP” and PAP Reports. An “eligible CLEC” is one that has established a CLEC profile with FairPoint NNE and purchases services, interconnection and/or access covered by the scope of the Plan within a given month. Monthly CLEC results (CLEC-specific and CLEC-aggregate) reported in this plan include all eligible CLEC transactions. For each state, CLEC-specific and CLEC-aggregate WPP Performance Reports will be produced pursuant to the Guidelines on a monthly basis. Any CLEC that wishes to obtain its CLEC specific WPP Report must establish or update its CLEC profile with FairPoint NNE.¹

Section 1 of the WPP contains the terms and provisions of the WPP, including the methodologies used to measure wholesale service performance and calculate bill credits. Section 2 (Guidelines) defines the metrics used to measure and report wholesale service performance. Metric definitions, performance standards, measurement calculations, reporting levels, and geographic levels are set forth in the Guidelines section. The Appendices contain detailed information relevant to Sections 1 and 2.

¹ A CLEC currently subscribed to receive CLEC-specific C2C and PAP reports on the effective date of the WPP will be converted automatically to receive its WPP Performance Report.

SECTION 1: TERMS AND PROVISIONS OF WHOLESALE PERFORMANCE PLAN

A. OVERVIEW

The WPP is designed to be an administratively simple plan that measures FairPoint's wholesale service performance and provides bill credits to CLECs for transactions when the performance standard is scored as a "miss."² For each state, Maine, New Hampshire and Vermont, FairPoint NNE will report its performance on the WPP on a monthly basis. Within 28 days of the close of the month in which performance is being reviewed, WPP credits will be calculated for each CLEC and WPP Reports will be issued.

To the extent that a CLEC is entitled to performance bill credits under an interconnection agreement between the CLEC and FairPoint NNE signed prior to the effective date of this WPP, such interconnection agreement bill credits will be credited against and reduce any amount due to the CLEC under the WPP.

1. Measures and Standards

Metrics eligible for bill credits are specified in Section 2 (Guidelines) and Appendix 4. Appendix 4 identifies the specific methodology used to calculate individual bill credits if performance is missed as well as the applicability of small sample size rules. Metrics reported for diagnostic purposes, which are not subject to performance bill credits, are specified in Section 2 and listed in Appendix 5. The metrics defined in Section 2 use standards and measures, including individual data points, to track and report FairPoint NNE's performance. Standards for some metrics are based on analogous FairPoint NNE retail services to ensure parity of service. Performance standards for other metrics are based on benchmarks. For some metrics, data is reported for diagnostic purposes only.

B. METRICS SUBJECT TO PERFORMANCE BILL CREDITS

Bill credits are calculated either on a "per measure" or a "per unit" basis. Per Measure metrics have specified dollar amounts at risk that will be allocated to impacted CLECs across the three NNE states if performance is scored as a "miss." The total amount of dollars to be credited for the per measure metrics depends on the severity of the missed performance. Per unit metrics subject to performance bill

² Performance scored as a "miss" shall not be considered as an admission against interest or an admission of liability, and performance scored as a "met" will not be considered determinative of wholly satisfactory performance, in a proceeding unrelated to the WPP.

credits have a specified dollar amount per transaction to be credited to each CLEC for all eligible missed transactions.

For metrics where parity with FairPoint NNE's retail service is the performance standard, the WPP uses statistical methodologies as the primary means to determine if "parity" exists between FairPoint NNE's wholesale and retail performance. The statistical methodology utilized is described in Appendix 1.

Metrics subject to performance bill credits that have a "parity" standard are scored as "met" or "miss" based on the statistical analysis and the magnitude of the Z-statistic for the month.

Metrics subject to performance bill credits that have a "benchmark" standard are scored as "met" or "miss" based on an evaluation of the measured performance's relationship to the metric standard.

1. Assessing Performance

Metrics with Performance Bill Credits payable on a per unit basis have one of two types of performance standards: benchmark or parity. For metrics with "parity" standards, FairPoint NNE will convert the values calculated by the statistical methods specified in Appendix 1 to equivalent standard normal Z-scores. These equivalent Z scores will be converted into a performance score for each measure as follows:

| <u>Statistical Score</u> | <u>Performance Score</u> |
|---------------------------------|---------------------------------|
| Z <= -1.645 | Miss |
| Z > -1.645 | Met |

For parity measures that meet the minimum sample size criteria set forth in Appendix 1, Fisher's Exact Test or the permutation test will be applied to obtain the statistical score, which will be converted into a performance score. For parity measures that do not meet the minimum sample size criteria, an "SS" for "small sample" will be reported.

Measures with benchmark standards will be given a performance score of "met" or "miss" depending on the actual performance results compared to the performance standard for that measure. For measures with benchmark standards that have a small sample size, a small sample size table contained in Appendix 2 will be applied to obtain the performance scores.

2. Per Measure Bill Credit Calculations

For metrics with performance credits payable on a per measure basis (shown in Appendix 4 as performance credit methodology “M”), bill credits will be calculated according to Table 1 (below) which specifies the performance ranges applicable to a performance miss at the minor, moderate and major level. The amount to be allocated to CLECs for missed performance is based on the degree to which the benchmark performance standard is missed. Table 1 also specifies the total monthly amount (for all three states combined) of bill credits that will be issued by FairPoint and posted on CLEC BANs. The allocation to individual CLECs is described in subsection (a) below.

Table 1. Per Measure Performance Bill Credits (Methodology “M”)

| Metric # | Metric Title | Performance Standard | Minor \$15,000 | Moderate \$30,000 | Major \$45,000 |
|-----------------|--|-----------------------------|---------------------------|---------------------------|-----------------------|
| PO-2-02-6000 | OSS Interface Availability - Prime Time | ≥ 99.5% | ≥ 99% and < 99.5% | ≥ 98% and < 99% | < 98% |
| PO-4-01-6660 | % Change Management Notices Sent on Time | ≥ 95% | ≥ 90% and < 95% | ≥ 85% and < 90% | < 85% |
| PO-4-01-6671 | % Change Management Notices Sent on Time | ≥ 95% | ≥ 90% and < 95% | ≥ 85% and < 90% | < 85% |
| PO-4-03-6600 | Change Management Notice - Delay ≥ 8 days | ≤ 8 days | > 8 days and < 10 days | ≥ 10 days and < 13 days | ≥ 13 days |
| PO-6-01-6000 | Software Validation | ≤ 5% | > 5% and ≤ 10% | > 10% and ≤ 15% | >15% |
| PO-7-01-6000 | % Software Problem Resolution Timeliness | ≥ 95% | ≥ 90% and < 95% | ≥ 85% and < 90% | < 85% |
| PO-7-02-6000 | Delay Hours - Software Resolution - Change - Transactions failed - no workaround | ≤ 48 hours | > 48 hours and ≤ 72 hours | > 72 hours and ≤ 96 hours | > 96 hours |
| PO-7-03-6000 | Delay Hours - Software Resolution - Change - Transactions failed with workaround | ≤ 10 days | > 10 days and < 15 days | ≥ 15 days and < 20 days | ≥ 20 days |
| PO-7-04-6000 | Delay Hours - Failed/Rejected Test Deck Transactions - Transactions failed no workaround | ≤ 48 hours | > 48 hours and ≤ 72 hours | > 72 hours and ≤ 96 hours | > 96 hours |
| BI-9-01-1000 | % Billing Completeness in 12 Billing Cycles | ≥ 96% | ≥ 92% and < 96% | ≥ 88% and < 92% | < 88% |

a. Allocation of performance bill credits for per measure metrics.

With the exception of BI-9-01, % Billing Completeness in Twelve Billing Cycles, per measure performance is calculated for all eligible CLECs in the aggregate across FairPoint NNE.

Any bill credits due individual CLECs will be allocated based on the individual CLEC's portion of total orders provisioned for Resale, LNP and UNE products for the current month period as well as lines in service for Resale and UNE 2-Wire loops (analog, digital and xDSL). The total performance bill credit amount set forth in Table 1 will be issued and posted to CLEC BANs and will be allocated among CLECs that receive bill credits under the Plan.³ Sixty percent (60%) of the credits due will be allocated using orders provisioned in the current report month.⁴ Forty percent (40%) of the credits due will be allocated using lines in service as of the current report month.⁵

For example: If PO-2-02-6000, OSS Interface Availability - Prime Time, missed the performance standard of 99.5% with performance of 97.8%, the performance standard would be missed at the "Major" level, resulting in total bill credits of \$45,000. Of that amount, \$27,000 (60% of the \$45,000) would be allocated based upon order volume and \$18,000 (40% of the \$45,000) would be allocated based upon lines in service. Example 1, below, provided purely for illustrative purposes, shows a hypothetical allocation of credits for a population size of six CLECs across the three NNE states.

³ A CLEC need not receive bill credits in a particular month in order to qualify for per measure credits.

⁴ Provisioned orders are the sum of the denominators of PR-4-01-3211, PR-4-01-3213, PR-4-04-2000, PR-4-04-3113, PR-4-05-2000, PR-4-05-3113, PR-4-07-3540, PR-4-14-3343 and PR-9-01-3520.

⁵ Lines in service are the sum of the denominators of MR-2-01-3200, MR-2-02-2000, MR-2-02-3112 and MR-2-02-3343.

Example 1

| | State | Provisioned Orders (60%) | % of Total | Allocation to Orders | Lines in Service (40%) | % of Total | Allocation to Lines in Service | Total Credit |
|--------|-------|--------------------------|------------|----------------------|------------------------|------------|--------------------------------|--------------|
| CLEC A | ME | 700 | 20% | \$5,400 | - | 0% | \$0 | \$5,400 |
| CLEC B | ME | 350 | 10% | \$2,700 | 18,000 | 20% | \$3,600 | \$6,300 |
| CLEC C | ME | 350 | 10% | \$2,700 | 18,000 | 20% | \$3,600 | \$6,300 |
| CLEC A | NH | 350 | 10% | \$2,700 | - | 0% | \$0 | \$2,700 |
| CLEC D | NH | 350 | 10% | \$2,700 | 13,500 | 15% | \$2,700 | \$5,400 |
| CLEC E | NH | 700 | 20% | \$5,400 | 22,500 | 25% | \$4,500 | \$9,900 |
| CLEC E | VT | 350 | 10% | \$2,700 | 4,500 | 5% | \$900 | \$3,600 |
| CLEC F | VT | 350 | 10% | \$2,700 | 13,500 | 15% | \$2,700 | \$5,400 |
| Totals | | 3,500 | 100% | \$27,000 | 90,000 | 100% | \$18,000 | \$45,000 |

BI-9-01, % Billing Completeness in Twelve Billing Cycles, is reported on a 3-state aggregate level and on a per state basis at a CLEC-specific level. If performance at the aggregate 3-state level is a met no bill credits will be calculated. If performance at the aggregate 3-state level is a miss, bill credits will be allocated to CLECs as to which the reported service results at a state level were below the 96% standard.

Example 2, provided for illustrative purposes below, demonstrates the allocation of credits for a population size of six CLECs (CLECs A – F) across the three NNE states. This example assumes that the 3-state aggregate result for the BI-9-01 metric is a miss at the moderate level (i.e., reported results are $\geq 88\%$ and $< 92\%$, which is below the performance standard of $\geq 96\%$), therefore, a \$30,000 bill credit would be due to CLECs whose reported service results at the state level were below the 96% standard.

Example 2

| CLEC | State | $\geq 96\%$ Standard Met/Miss | Denominator for BI-9-01 | Denominator for Credit Allocation | % of Total Allocation | Performance Credit Allocation |
|------------------------------|-------|-------------------------------|-------------------------|-----------------------------------|-----------------------|-------------------------------|
| CLEC A | ME | Miss | \$ 1,000,000 | \$ 1,000,000 | 20% | \$ 6,000 |
| CLEC B | ME | Miss | \$ 500,000 | \$ 500,000 | 10% | \$ 3,000 |
| CLEC C | ME | Miss | \$ 750,000 | \$ 750,000 | 15% | \$ 4,500 |
| CLEC A | NH | Miss | \$ 750,000 | \$ 750,000 | 15% | \$ 4,500 |
| CLEC D | NH | Met | \$ 1,000,000 | \$ 0 | 0% | \$ 0 |
| CLEC E | NH | Miss | \$ 1,000,000 | \$ 1,000,000 | 20% | \$ 6,000 |
| CLEC A | VT | Met | \$ 500,000 | \$ 0 | 0% | \$ 0 |
| CLEC E | VT | Miss | \$ 500,000 | \$ 500,000 | 10% | \$ 3,000 |
| CLEC F | VT | Miss | \$ 500,000 | \$ 500,000 | 10% | \$ 3,000 |
| Total (all CLECs all States) | All | | \$ 6,500,000 | \$ 5,000,000 | 100% | \$ 30,000 |

3. Per Unit Bill Credit Calculations

Each metric shown in Appendix 4 with performance credits payable on a per unit basis has a methodology assigned in the column labeled “Performance Credit Methodology.” These methodologies are defined as follows:

| Performance Credit Methodology | Type Measure | Eligible misses if standard is missed (rounded to the nearest whole number): |
|--------------------------------|---|---|
| A | Benchmark – Average Response Time Metrics | Quantity of transactions with response time greater than 1.5 times the performance standard. Performance evaluated across all three NNE states. Individual rule does not apply. |
| B | Benchmark – Percentage where lower is better (LIB) | (Actual % minus Benchmark %) multiplied by volume in denominator |
| C | Benchmark – Percentage where higher is better (HIB) | (Benchmark % minus Actual %) multiplied by volume in denominator |
| D | Parity – Percentage where lower is better (LIB) | (CLEC Actual % minus Retail actual %) multiplied by volume in denominator |
| E | Parity – Percentage where higher is better (HIB) | (Retail Actual % minus CLEC Actual %) multiplied by volume in denominator |
| F | Parity – Average | Quantity of transactions with performance worse than retail average. |
| G | Benchmark – Total Delay Days Collocation | Cumulative delay days for all collocation arrangements with missed arrangements. Eligible Misses are equal to the numerator. |
| H | Benchmark – Percentage where higher is better (HIB). (Performance based on statistically valid sample of orders.) | (Benchmark % minus Actual %) multiplied by volume of manually confirmed orders, from which the sample is derived. |

For measures where performance is calculated as to individual CLECs, if FairPoint NNE’s overall (CLEC-aggregate) performance score for a metric falls below the standard in any given month, bill credits will be calculated for each CLEC as to which performance is missed. Bill credits will be determined by multiplying the dollar value per transaction amount for each metric shown in Appendix 4 by the quantity of that CLEC’s eligible missed transactions for the metric, as defined in the methodologies above.

a. Aggregate Rule:

If performance to all CLECs in aggregate is calculated as a miss, CLECs receiving performance

worse than the standard will receive bill credits for each eligible miss. For metrics with a parity standard, the retail performance calculated for that performance month is considered the standard. For benchmark metrics, performance is compared to the benchmark standard. Small sample size rules do not apply to performance to individual CLECs if the aggregate CLEC result is a miss.

b. Individual Rule:

If performance to all CLECs in aggregate is calculated as a met, CLECs receiving performance scored as a miss may still receive performance bill credits for eligible misses. For parity metrics, individual CLEC Z scores will be calculated. An individual CLEC Z score worse (more negative) than -1.645 indicates a miss. For benchmark metrics, performance is compared to the benchmark standard. Small sample size rules apply except for specified metrics where the small sample size rules are not applicable. See Appendix 4 for exceptions.

Parity metrics utilize the statistical methodologies in Appendix 1. Benchmark metrics compare calculated results to the benchmark, subject to the small sample size rules as described in Appendix 2.

If performance to an individual CLEC over a two-month consecutive period reflects a “miss” for any metric subject to the small sample size rules while the reported CLEC-aggregate results are a “met,” a CLEC receiving such performance results may request FairPoint NNE to perform a detailed review of the missed performance for the CLEC.

4. Per Measure/Unit Bill Credit Escalations

FairPoint’s performance for bill-credit eligible metrics shall be subject to escalating bill credit amounts pursuant to Table 2 below for misses in three or more consecutive months (starting in month 3) or if performance is missed in three of six non-consecutive months. There are three escalation methods.

Escalation Method 1 applies to all PO, OR and NP metrics plus the MR-1 metrics. The escalator starts in month three at a rate of 2 times (200% of) the base rate. The dollar amounts increase for each consecutive month of missed performance by an additional multiple of 0.5 times (50% of) the metric base rate. The escalator is capped in month nine at 5 times (500% of) the base rate such that for continuing missed performance in month 10 and beyond the escalator remains at 5 times (500% of) the base rate.

The escalator for the PO-1 and MR-1 metrics does not apply until missed performance for three or more consecutive months is equal to or greater than 200% of the performance standard.

Escalation Method 2 applies to all PR, MR (except MR-1) and BI metrics. The escalator starts in month three at a rate of 2 times (200% of) the base rate. The dollar amounts increase for each consecutive month of missed performance by an additional multiple of 1 times (100% of) the metric base rate. The escalator is capped in month 6 at 5 times (500% of) the base rate such that for continuing missed performance in month 7 and beyond the escalator remains at 5 times (500% of) the base rate.

Table 2. Per measure/unit bill credit escalation schedule

| Consecutive Months Performance Standard is Missed | | | | | | | | | |
|--|---|---|-----|-----|-----|-----|-----|-----|-----|
| Month | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9+ |
| Escalation Method 1 | - | - | 2.0 | 2.5 | 3.0 | 3.5 | 4.0 | 4.5 | 5.0 |
| Escalation Method 2 | - | - | 2.0 | 3.0 | 4.0 | 5.0 | 5.0 | 5.0 | 5.0 |

Escalation Method 3 applies to all metrics in all domains. All metrics are subject to a bill credit escalator of 2.5 times (250% of) the base metric rate when performance is missed in 3 of 6 non-consecutive months. Specifically, if the standard for a metric is missed for the month under evaluation and two other months in a period of five prior consecutive months, the metric will be subject to an escalator for the month under evaluation that is 2.5 times the base metric rate. The 3 of 6 month escalator for the PO-1 and MR-1 metrics does not apply until missed performance for three of six non-consecutive months is equal to or greater than 200% of the performance standard. The 3 of 6 month escalator is only invoked in months when the applicable consecutive months escalator (Escalation Method 1 or 2) do not apply.

C. MONTHLY REPORTS

1. Performance Results and Bill Credits

In order to ensure there is timely information available regarding FairPoint NNE's wholesale services performance, FairPoint NNE will report performance by state on a monthly basis. FairPoint NNE

will make monthly CLEC-specific and CLEC-aggregate reports available for each state, upon request, to each CLEC purchasing wholesale services from FairPoint in Maine, New Hampshire or Vermont.

The CLEC-aggregate report will provide a state summary of aggregate performance results and bill credits by metric. CLEC-specific reports will provide performance results and bill credit amounts, if any, by metric due each individual CLEC. See Sample Report at Appendix 6. CLEC-specific reports are proprietary to the CLEC. CLEC-specific and CLEC-aggregate monthly reports will be made available to CLECs in electronic format via FairPoint NNE's wholesale web portal within 28 days of the end of each calendar month.⁶ Additionally, FairPoint NNE will file copies of the respective state-aggregate report with the respective state Public Utilities Commission or Public Service Board within 28 days of the end of each month.

2. Performance Bill Credit Payments

Should FairPoint NNE's performance under this Plan trigger an obligation to issue bill credits to an eligible CLEC, FairPoint NNE shall post such bill credits to that CLEC's designated billing account within 30 days of the published WPP report.⁷ Each CLEC may specify a local wholesale billing account number ("BAN"), or sequential list of local wholesale BANs, per state, to which such bill credits will be posted by FairPoint NNE. In Maine and New Hampshire if a CLEC has waived payment of bill credits pursuant to a commercial agreement or other legal agreement with FairPoint NNE or any affiliated entity FairPoint NNE shall pay an amount equal to that month's waived bill credits to a designated state fund. In Maine the fund is the Maine Telecommunications and Education Access Fund (MTEAF) established pursuant to 35-A M.R.S. § 7104-B and Chapter 285 of the Commission's Rules. In New Hampshire the fund is the Telecommunications Planning and Development Fund established under N.H. Rev. Stat. Ann § 12-A:45-a.

If the monthly bill credit due a CLEC exceeds the monthly balance due FairPoint NNE on the CLEC's designated BAN, the net balance will be carried as a credit on the CLEC's designated BAN and

⁶ If the 28th day is a weekend or holiday, the monthly reports will be provided by the next business day.

⁷ Depending on a CLEC's scheduled bill cycle date, such bill credits may not be reflected on a CLEC's invoice within 30 calendar days.

applied as a credit on the next month's invoice and thereafter on subsequent invoices until such time as all bill credits have been applied in full.

At such time as a CLEC discontinues all services with FairPoint NNE, FairPoint NNE will issue a check in the amount of any outstanding credit less any amount owed to FairPoint NNE for any service provided by FairPoint NNE.

D. LATE OR INACCURATE REPORTS

The WPP includes the following provisions to address late or inaccurate WPP Reports. Late or inaccurate WPP penalties shall not be considered under Section F "Cap on Total Annual Bill Credits". For Maine total penalties paid for both late and inaccurate reports are subject to a state cap of \$60,000 annually or \$5,000 per month.

1. Late Performance Reports:

If the FairPoint performance data and associated WPP Reports are not posted to the FairPoint website on the due day,⁸ FairPoint shall issue bill credits in the amount of \$250⁹ per day, per state, for each day the WPP Reports or raw data files are late. Such bill credits will be allocated among eligible CLECs pursuant to Section 1.B(2)(a) of this Plan.

2. Inaccurate Reports:

FairPoint will have an ongoing responsibility to identify and correct any inaccuracies in its monthly WPP Reports (including, without limitation, bill credit calculation and posting). CLECs receiving monthly Reports shall likewise review FairPoint's monthly WPP Reports and identify possible inaccuracies utilizing the information provided by FairPoint and the CLEC's own records.

FairPoint and CLECs each have the responsibility to notify one another of inaccuracies within 30 days of discovery.¹⁰ If FairPoint and CLECs agree the WPP Report(s) contain error(s), FairPoint will

⁸ If the 28th day is a weekend or holiday, the monthly reports will be provided by the next business day.

⁹ In New Hampshire if the total per day penalty from all three states is less than \$750 a day, then the penalty in New Hampshire shall be the greater of: (a) \$250 or (b) \$750 less the combined per day penalties for Maine and Vermont. In Maine, in the event Vermont does not require a penalty of at least \$250 per day, as have Maine and New Hampshire, the penalty in Maine will be increased and apportioned equally with New Hampshire so the total dollars at risk across the three NNE states are no less than \$750 per day.

¹⁰ In Maine, CLECs must report any alleged inaccuracies within 90 days of issuance of the affected

calculate the effect of such error(s) on an aggregate and CLEC-specific basis. If the effect of the error(s) is material,¹¹ FairPoint will correct and reissue all affected WPP Reports and data, and post corrective credits as follows:

- (a) If the error was identified by an audit, the period of time covered by the audit and all subsequent period of time after the audit period that identified such error,¹² or
- (b) If the error was discovered by or reported to FairPoint, the period will encompass the monthly reports generated after the error was discovered or reported and the prior 12 months if correction of the error(s) would increase or decrease, on average, credits under the WPP by \$500 per month for an individual CLEC or \$2,500 on an aggregate CLEC basis, or 24 months if correction of the error(s) would increase or decrease, on average, credits under the WPP by \$1,000 per month for an individual CLEC or \$5,000 on an aggregate CLEC basis.

Revised Reports correcting material error(s) will be filed within 60 days of confirmation of the error(s).

In Maine and New Hampshire, if FairPoint cannot revise a monthly report to correct a material error that would increase bill credits for one or more CLECs due to an issue within FairPoint's control such as capturing and/or retaining the requisite data, FairPoint will pay a surrogate bill credit in the impacted month(s). The surrogate credit will be equal to the greater of: 1) the monthly average bill credits paid in aggregate on that metric over the most recent six month period of accurate reporting less the amount of any bill credits previously issued in aggregate for that metric in the impacted month(s); or 2) a per metric credit of: PO, OR & MR-1 = \$500, PR, MR (other than MR-1), NP & BI = \$1,000, less any bill credits issued in aggregate for that metric in the impacted month(s). Surrogate bill credits shall be subject to the escalation provisions set forth in Section 1.B.4. Surrogate bill credits will be allocated

monthly report.

¹¹ A material error is one where the correction of that error, or a combination of errors, would increase or decrease credits under the WPP for the month by at least \$500 for an individual CLEC or \$2,500 on an aggregate CLEC basis. Upon notification of an inaccuracy or potential inaccuracy by a CLEC, FairPoint will provide an estimate of the effect of that possible error on a CLEC-aggregate basis.

¹² In Maine any bill credits determined to be due as a result of an audit are retroactive for a maximum period of 12 months.

among eligible CLECs based on the allocation of bill credits issued within the most recent six month period of accurate reporting less the amount of any bill credits previously issued in aggregate for that metric in the impacted month(s). If no bill credits exist in that six month period, the volume of transactions (denominator values) in the previous six month period will be used to allocate credits to individual CLECs less the amount of any bill credits previously issued in aggregate for that metric in the impacted month(s).

Non-material errors will be corrected on a prospective basis, beginning 30 days from confirmation of the error.

FairPoint shall post corrective and/or surrogate bill credits to all affected CLEC BANs within 30 days of reissuance of the previously erroneous WPP Report(s). In addition to the posting of corrective and/or surrogate credits, FairPoint shall also post bill credits equal to the greater of (i) interest on the corrective and/or surrogate credits at the interest rate FairPoint charges CLECs for late payments under its wholesale tariffs or (ii) an inaccuracy penalty of 15% of the corrective or surrogate credits. FairPoint shall not be responsible for paying interest or an additional inaccuracy penalty if FairPoint identifies and corrects an inaccuracy within 30 days of issuance of the first report in which an inaccuracy appeared. To the extent the correction of an inaccuracy decreases FairPoint's liability for bill credits previously posted to CLEC BANs, FairPoint may offset such over-issuance only through a corresponding reduction in the posting of future bill credits otherwise due the affected CLECs.

FairPoint and the CLEC(s) will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated, and reported pursuant to the WPP. If FairPoint and the CLEC(s) cannot agree on whether a WPP Report is incomplete or erroneous, or if they cannot agree on whether an inaccuracy is material, either FairPoint or the CLEC(s) may file a petition asking the Commission or Board to resolve the dispute. If the Commission or Board determines that one or more WPP Report(s) were incomplete or erroneous, said Report(s) shall be corrected and credits adjusted, as appropriate, in accordance with the provisions stated above.

With approval of the Commission or Board, or authorized Staff, a CLEC may initiate an independent audit or review conducted by a qualified independent third-party, at the CLEC's expense.¹³

¹³ In Maine CLECs in aggregate may initiate only one audit per calendar year. In New Hampshire a CLEC may not request, pursuant to these provisions, more than one audit or review within a six month period, and may not request an audit or review of the same performance measurement more than once in a

Such audit or review will be limited to the data collection, computing, and reporting process issue(s) raised by the CLEC. FairPoint shall have the opportunity to review the independent third-party's proposed audit or review approach, fees and schedule, upon proposal of the audit or review to the Commission, Board or Staff. Any concerns between the parties regarding the proposed audit or review costs, approach and schedule are to be negotiated in good faith.

In the event the audit or review affirms the issue initially presented by the CLEC and denied by FairPoint, as materially affecting reported performance results, FairPoint shall reimburse the CLEC for the costs of the independent third-party audit or review. FairPoint agrees to inform all CLECs via Accessible Letter of any problem identified during an audit/review initiated by any CLEC. The CLEC-initiated audit or review is distinct from the Commission or Board-directed audit addressed separately in Section I of this Plan.

E. DATA RETENTION

FairPoint shall retain the monthly WPP Reports and supporting documentation, including raw data files used to calculate monthly WPP performance results and generate the WPP Reports, for a period of 36 months. The data retained shall be sufficient to perform an audit of FairPoint's monthly WPP Reports.

F. CAP ON ANNUAL BILL CREDITS

There will be an annual and quarterly cap on total bill credits issued to CLECs under the Plan, for each State. The cap will encompass those bill credits actually posted to CLEC BANS or paid into a designated state fund¹⁴ for missed performance (including escalators).

. The cap amounts are as follows:

- | | | |
|---|---------------|---|
| • | Maine | \$4.75 million (\$1,187,500 per quarter*) |
| • | New Hampshire | \$4.75 million (\$1,187,500 per quarter*) |
| • | Vermont | \$2.50 million (\$625,000 per quarter*) |

twelve calendar month period. These provisions do not modify a CLEC's audit rights under other provisions of this WPP agreement, or any applicable Commission/Board Order.

¹⁴ In Maine the fund is the Maine Telecommunications and Education Access Fund (MTEAF). In New Hampshire the fund is the Telecommunications Planning and Development Fund.

* Unused bill credits carry over to subsequent quarters in same calendar year

G. EXCEPTIONS PROCESS

FairPoint NNE or a CLEC may petition the Commission/Board to have the monthly performance results modified based on the exception conditions described below.

1. FairPoint Exceptions

a. Clustering

The first ground for filing an Exception involves the potential for “clustering” of data, and the effect that such clustering has on the statistical models used in the WPP. Clustering occurs when individual items (failed orders, troubles, etc.) are clustered together due to a single event. In some instances, for parity measures, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The primary example of such non-independence is a cable failure, in which case several troubles would be associated with the same event. Another example is a situation in which a CLEC has a small number of orders in a single location with a facility problem. The lack of independence is referred to here as “clustering” of data. Accordingly, FairPoint will have the right to file an exception to the performance scores in the WPP if the following events occur:

- i. Event-Driven Clustering – e.g., Cable Failure: For example, if a significant proportion of a CLEC’s troubles are in a single cable failure, FairPoint will provide data demonstrating that all troubles within that failure, including the ILEC troubles, were resolved in an equivalent manner. FairPoint also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the ILEC and the remaining troubles will be compared according to normal statistical methodologies.
- ii. Location-Driven Clustering – e.g., Facility Problems: For example, if a significant proportion of a CLEC’s missed installation orders and resulting delay days were due to an individual location with a significant facility problem, FairPoint NNE will provide the data demonstrating that the orders were “clustered” in a single facility shortfall. FairPoint NNE will provide the provisioning performance with that data excluded from the overall performance for both the CLEC and the ILEC and the remaining troubles will be

compared according to normal statistical methodologies. Additional location-driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

- iii. Time-Driven Clustering – e.g., Single Day Events: For example, if a significant proportion of CLEC activity, provisioning, or maintenance occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, FairPoint NNE will provide the data demonstrating the activity is on that day. FairPoint NNE will compare that single day's performance for the CLEC to the ILEC performance. FairPoint NNE will provide data with that day excluded from overall performance to demonstrate "parity."

If a clustering event negatively influences FairPoint NNE's performance on any metric, FairPoint NNE will be permitted to petition for relief within twenty one (21) calendar days from the date the monthly data is reported. The Exception petition, which will be filed with the Commission/Board and served on the appropriate CLEC or CLECs, will provide appropriate, detailed documentation of the events, and will demonstrate that clustering caused FairPoint NNE to miss the metric standard. FairPoint NNE's petition must include all data that demonstrates how/why the measure was missed. It should also include modified results information that excludes the data affected by the clustering. The specific CLEC(s) implicated in the exception petition and other interested parties will be given an opportunity to respond to any FairPoint NNE petition for an Exception. If the Commission/Board determines that the service results were influenced by clustering, the data will be excluded from the previously reported monthly results, and any associated bill credits will be adjusted accordingly. FairPoint will revise and re-post all affected monthly CLEC-specific and CLEC-aggregate reports within 45 days of the Commission/Board determination.

b. CLEC Behavior

The second ground for filing an Exception relates to individual CLEC behavior. If performance for any measure (parity or benchmark) is impacted by unusual CLEC behavior, FairPoint NNE will bring such behavior to the attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior that may influence performance results include:

- i. poor order quality, such as missing codes, incorrect codes or misspelled directory listings;
- ii. actions that cause excessive missed appointments, such as wrong addresses, wrong due dates or offered intervals shorter than the standard interval;
- iii. actions resulting in excessive multiple dispatch and repeat reports, such as incorrect dispatch information or inadequate testing by a CLEC;
- iv. inappropriate coding on orders, such as where extended due dates are desired and are not coded as such; and/or
- v. delays in rescheduling appointments when FairPoint NNE has missed an appointment.

If a CLEC's action negatively influences FairPoint NNE's performance on any metric, FairPoint NNE will be permitted to petition for relief within twenty one (21) calendar days from the date the monthly data is reported. The Exception petition, which will be filed with the Commission/Board and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior caused FairPoint NNE to miss the metric standard. FairPoint NNE's petition must include all data that demonstrates how/why the measure was missed. It should also include modified results information that excludes the data affected by the CLEC behavior. The specific CLEC(s) implicated in the exception petition and other interested parties will be given an opportunity to respond to any FairPoint NNE petition for an Exception. If the Commission/Board determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the previously reported monthly - results and any associated bill credits will be adjusted accordingly. FairPoint will revise and re-post all affected monthly CLEC-specific and CLEC-aggregate reports within 45 days of the Commission/Board determination.

c. Situations Beyond FairPoint's Control

The third ground for filing an Exception relates to situations beyond FairPoint NNE's control that negatively affect its ability to meet measures with benchmark standards or to report monthly performance results. The performance requirements dictated by benchmark standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be achieved during periods of emergency, catastrophe, natural disaster, severe storms, work stoppage, or

other Force Majeure events beyond FairPoint NNE's control. FairPoint NNE may petition the Commission/Board for a waiver of specific performance results for benchmark metrics if FairPoint NNE's performance results do not meet the specific standard or petition for a waiver from monthly performance reporting requirements if a Force Majeure event impedes FairPoint's ability to report performance results.

Any Exception petition pursuant to this provision shall clearly and convincingly demonstrate the extraordinary nature of the circumstances involved, the impact the circumstances had on FairPoint NNE's wholesale service quality, why FairPoint NNE's normal, reasonable preparations for abnormal situations may have proved inadequate, and the specific dates FairPoint's service performance was adversely affected by the event. The petition shall also include an analysis for informational purposes of the extent to which the parity metrics (retail and wholesale) also were affected by the subject event.

FairPoint's petition must be filed within 21 calendar days from the date the monthly data is reported. CLECs and other interested parties may file an initial reply to the petition within 21 calendar days of the filing. The Commission/Board shall endeavor to issue its ruling within 90 calendar days of the petition filing date.

The Commission/Board shall determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

2. CLEC Exceptions:

Each month each CLEC will have the right to challenge the allowable misses that FairPoint NNE may exercise pursuant to the small sample size table for performance measures with benchmark standards. If a CLEC exercises this right, it must file a petition with the Commission/Board demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that FairPoint NNE should not be allowed to exclude the event. The CLEC shall make its filing within twenty one (21) calendar days from the date the monthly data is reported. FairPoint NNE will have a right to respond to any such challenge by the CLEC by filing a response within 21 days of the CLEC filing. If a

CLEC's Exception Petition is granted, the appropriate bill credits will be posted on the CLEC's designated BAN within 30 days of such ruling.¹⁵

H. FAIRPOINT AND CLEC BIENNIAL REVIEW

At least sixty (60) days prior to the second anniversary of the Wholesale Performance Plan (and every biennial anniversary thereafter), FairPoint NNE shall provide notice to all eligible CLECs (via an accessible letter) and the Commissions/Board of proposed modifications to the Plan. At least thirty (30) days prior to the second anniversary of the Plan (and every biennial anniversary thereafter) CLECs may propose modifications to the Plan. If modifications are proposed, FairPoint, CLECs and the Commissions/Board will establish a procedural schedule for the review of the proposed modifications. During this review, the Commissions/Board may examine any aspect of the WPP including modifications proposed by FairPoint or CLECs. Any modifications to the WPP will be implemented as soon as is reasonably practical after Commission/Board approval of the modifications.

FairPoint may propose or make administrative changes to the Plan outside of the biennial review. FairPoint will inform eligible CLECs via an Accessible Letter prior to making any administrative changes to the Plan. In the event a CLEC objects to an administrative change, or a CLEC proposes an administrative change that is rejected by FairPoint, the CLEC may petition the Commission/Board to review the proposed change.

I. COMMISSION OR BOARD AUDITS

The Wholesale Performance Plan shall be subject to an independent audit at the direction of the Commission or Board no more frequently than once every two years to determine FairPoint's compliance with the terms of the WPP, including the measurement, reporting, and bill crediting requirements. Any modifications or corrections resulting from such an audit will be applied across the three state territories, as applicable. The results of any individual Commission or Board directed audit will be shared with the CLECs and the other Commission(s) or Board. The costs of employing an independent auditor to conduct any such audit shall be borne by FairPoint.

¹⁵ Depending on a CLEC's scheduled bill cycle date, actual bill credits may not be reflected on a CLEC's invoice within 30 calendar days.

J. TERM OF WHOLESALE PERFORMANCE PLAN

The WPP shall continue in effect until such time as a final Order of each Commission and Board determines otherwise.

K. CHANGE OF LAW

If any legislative, regulatory, judicial or other governmental decision, order, determination or action substantively affects any material provision of this WPP, FairPoint and the parties to the respective Commission and Board dockets will promptly convene negotiations in good faith concerning revisions to the WPP that are required to conform the Plan to applicable law.

Upon agreement, such revisions will be submitted jointly by the parties participating in the negotiations to the Commissions and Board for approval. Should the parties fail to reach agreement on revisions to the WPP within 90 days, the matter may be brought to the Commissions and Board. Upon Maine or New Hampshire Commission approval or resolution of such revisions, the revisions to the Maine or New Hampshire WPP performance metrics and related bill credits will be retroactive to the effective date of the change in law, unless otherwise expressly ordered by the Commission when the revisions to the WPP are approved.

SECTION 2: METRIC GUIDELINES

GENERAL EXCLUSIONS

FairPoint/CLEC Test Orders/Test IDs

Test Orders/IDs are excluded from all metrics.

FairPoint Affiliate Reporting

FairPoint affiliate reporting is excluded from CLEC aggregate data for all metrics.

Internally generated LSRs and Service Orders

Internally generated LSRs are excluded from the Ordering metrics.

Internally generated Service Orders are excluded from the Provisioning metrics.

FairPoint Administrative Orders

FairPoint Official Services

FairPoint official (administrative) lines used by FairPoint employees or contractors to conduct official company business are excluded from all metrics.

Wholesale Transaction Measures

Wholesale Measurements exclude transactions from carriers that are not eligible CLECs (e.g., wireless carriers, independent telephone companies, internet access providers, or any provider that has not established a CLEC profile).

GENERAL NOTES

For OR-1-12, OR-2-12, and NP-2

Refer to industry letters for further details related to Trunk and Collocation forecasting. (See URL address listed on the URL Reference page below.)

CLEC Performance Reports and Raw Data

To request receipt of monthly WPP Performance Reports or CLEC-specific raw data files CLECs should contact the FairPoint Wholesale Help Desk at the URL address listed on the URL Reference page below. Please provide the following information with the request:

- The state(s) for which receipt of reports or data is requested
- The CLEC IDs (e.g. ACNA/AECN/RSIDs) in those states

Specifications for the CLEC-specific raw data files may be found on the URL Reference page below.

Eastern Time

For purposes of the WPP, all references are to Eastern time (i.e., Eastern Standard Time (EST) or Eastern Daylight Time (EDT)).

URL REFERENCES

FairPoint references URLs, as sources of information, throughout the WPP Guidelines. Wherever a URL is referenced, FairPoint utilizes the information published on the URL. The table below lists the URL referenced and a general description of the information found on the URL and associated metrics.

| URL | General description of URL Information | Associated Metrics |
|---|--|---|
| http://www.fairpoint.com/wholesale/resources/ai_letters/index.jsp | Lists FairPoint Accessible & Industry Letters. | PO-2 |
| http://www.fairpoint.com/document/FairPoint%20Wholesale%20Help%20Desk%20Guidelines%2012102009_tcm12-6323.pdf | Lists Wholesale Help Desk (WHD) contacts. | PO-2, PO-3 |
| http://www.fairpoint.com/wholesale/resources/order-management/index.jsp | Lists the wholesale centers hours of operations and the management escalation processes. | PO-3 |
| Holiday Schedule for any given year is published via an Accessible Letter in fourth quarter of the prior year. http://www.fairpoint.com/wholesale/resources/ai_letters/ | Lists the current year Holidays that FairPoint observes. | PO-1, PO-2, PO-3-02, PO-8, OR-1, OR-2, BI-1, BI-3 |
| http://www.fairpoint.com/document/FairPoint%20Flow%20Through%20Order%20Scenarios%2009162009_tcm12-6523.pdf | Lists Flow-through Ordering Scenarios. | OR-1,OR-2,OR-5 |
| http://www.fairpoint.com/wholesale/resources/product_interval_guides/ | Lists the product intervals. | PR-1, PR-3 |
| http://www.fairpoint.com/document/FairPoint%20Wholesale%20Escalation%20Lists_OMC_12_21_2012_tcm12-2100.pdf | Order Management Center | PR-9 |
| http://www.fairpoint.com/wholesale/resources/trouble_administration/ | Lists Disposition/Fault codes. | MR-2, MR-3, MR-4, MR-5 |
| http://www.fairpoint.com/wholesale/resources/collocation-licensing/ | Lists the collocation application instructions. | NP-2 |
| http://tariffs.net/fairpoint/tier.asp?cid=1644#MEPOLR | Lists the state tariffs, which includes product definitions. | NP-2 |
| http://www.fairpoint.com/wholesale/resources/billing/ | Provides information on billing Inquiries, Claims and Adjustments | BI-3 |
| http://www.fairpoint.com/wholesale/resources/wholesale-forums/ | Provides specifications for CLEC-specific raw data files | Not applicable |

PRODUCT CODE INFORMATION

The table below defines the product codes listed on the monthly reports. NOTE: Products as reported in a specific metric are subject to metric definitions and exclusions.

| Product Code | Product Title | Description |
|--------------|--------------------------------|--|
| 1000 | Resale & UNE | Includes Resale (see product code 2000) plus UNE (see product code 3000). |
| 1001 | Resale & UNE 2-Wire Loops /LNP | Includes Resale (see product code 2000), UNE 2-Wire Analog Loop, UNE 2-Wire Digital Loop, UNE 2-Wire xDSL Loop and LNP (see product code 3332). |
| 1021 | Operator Services | Operator Service Centers handle call completion and Directory listing services. |
| 1040 | Directory Listings | LSRs with requests to add, change or delete Directory listings. |
| 2000 | Resale | Resale POTS, intrastate Special Services, and BRI-ISDN services. |
| 2010 | Resale Business | Subset of Resale: Resale Business includes POTS services tariffed for Business customers, intrastate Special Services and ISDN services. POTS includes Centrex and PBX trunks. |
| 2120 | Resale POTS Residence | Subset of Resale: Residence includes services sold to residential customers via state tariff. POTS service includes voice grade 2-Wire Analog dial tone lines. |
| 3000 | UNE | Unbundled Network Elements. The following products are included: UNE Loops 2-Wire Analog, 2-Wire Digital, 2-Wire xDSL, UNE Specials, LNP and Standalone Directory Listings. |
| 3112 | UNE 2-Wire Analog Loop | Unbundled 2-Wire Analog Voice Grade Loop. |
| 3113 | UNE 2-Wire Analog Loop - New | See 3112. (Provisioning only, Excludes Loops provisioned by Hot Cut process). |
| 3121 | Directory Listings and LNP | Stand-alone directory listings plus UNE LNP. |
| 3200 | UNE Specials | UNE Specials are network elements that require engineering design intervention. These network elements include UNE DS1 and UNE DS3. |
| 3211 | UNE DS1 | Subset of UNE Specials. Includes Loops, EELs and IOF conditioned for 1.544 MBPS. |
| 3213 | UNE DS3 | Subset of UNE Specials. Includes Loops, EELs and IOF conditioned for 44.736 MBPS. |
| 3331 | UNE 2-Wire Analog Loop/LNP | UNE 2-Wire Analog Loop plus LNP. Combination Product codes 3112 and 3540. |
| 3332 | UNE 2-Wire Loops /LNP | UNE 2-Wire Analog Loop, UNE 2-Wire Digital Loop, UNE 2-Wire xDSL Loop plus LNP, Combination Product codes 3112, 3343 and 3540. |

| Product Code | Product Title | Description |
|---------------------|---|--|
| 3343 | UNE 2-Wire Digital & xDSL Loops | Includes UNE 2-Wire Digital Loops and UNE 2-Wire xDSL Loops. |
| 3520 | UNE 2-Wire Analog Loop - Hot Cut | UNE 2-Wire Loop provisioned by a Hot Cut. A subset of 3112. |
| 3540 | UNE LNP | Local Number Portability. |
| 5000 | CLEC Trunks | One-way or two-way Interconnection Trunks ordered by CLECs carrying traffic between FairPoint and CLEC. |
| 5020 | CLEC Trunks (\leq 192 Forecasted) | Subset of product code 5000, limited to orders less than or equal to 192 Forecasted Trunks. |
| 5030 | CLEC Trunks ($>$ 192, Unforecasted and Projects) | Subset of product code 5000, limited to orders greater than 192 Forecasted Trunks, Unforecasted Trunks, and Trunk Projects. |
| 5100 | Final Trunk Group (FTG) | Dedicated one-way Final Trunk Groups (FTGs) carrying traffic from FairPoint's tandem to a CLEC. |
| 6000 | VFO | Virtual Front Office. OSS front-end interface accessed by CLECs for pre-order, ordering and maintenance transactions via XML and WEB GUI. |
| 6040 | XML | XML ordering interface. |
| 6050 | WEB GUI | Graphical User Interface used for pre-order, ordering and maintenance transactions. |
| 6100 | Manual Loop Qual Requests | Email requests to provide manual loop qualification information. |
| 6500 | OSS Interface Outage Notifications | Email or other electronic notices of OSS Interface outages. |
| 6600 | Change Notices - all types | Change Management Notifications and Confirmations in conformance with Change Management for Type 1 (Emergency Maintenance) and Type 2 (Regulatory Order), Type 3 (Industry Standard), Type 4 (FairPoint originated) and Type 5 (CLEC originated) Product codes 6600 and 6671 combined. |
| 6660 | Change Notices - types 3, 4 and 5 | Subset of Product code 6600 for Types 3, 4 and 5 notices. |
| 6671 | Change Notices - types 1 and 2 | Subset of Product code 6600 for Types 1 and 2 notices. |
| 6701 | Collocation - New | Requests for new physical and/or virtual collocation arrangements. |
| 6702 | Collocation - Augment | Requests to augment existing physical and/or virtual arrangements where FairPoint is required to perform work to add capacity for space, cable termination or DC power. |

PRE-ORDERING PERFORMANCE

(PO)

Function

| | |
|------|--|
| PO-1 | Response Time Pre-Ordering Transactions |
| PO-2 | OSS Interface Availability |
| PO-3 | Contact Center Speed of Answer |
| PO-4 | Timeliness of Change Management Notices |
| PO-5 | Percent On Time Notice of OSS Interface Outage |
| PO-6 | Software Validation |
| PO-7 | Software Problem Resolution Timeliness |
| PO-8 | Manual Loop Qualification |

| | |
|---|--|
| Function: | |
| PO-1 Response Time Pre-Ordering Transactions | |
| Definition: | |
| The PO-1 metrics measure the response times of pre-ordering transactions processed through the Virtual Front Office (VFO) to and from FairPoint's downstream operational systems. | |
| Response Time: | |
| Response time is measured from receipt of the request at FairPoint's VFO to the time that the response is sent to the CLEC. | |
| Average Response Time: Average Response Time is the sum of the response times divided by the number of pre-ordering transactions in the report period. | |
| Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender. | |
| Time-out: % Timeouts are measured in sub-metric PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. | |
| Parsed CSR: The Parsed CSR transaction returns fielded Customer Service Record data. | |
| Exclusions: | |
| <ul style="list-style-type: none"> Queries that time out (except for PO-1-08), Transactions occurring between 9:00 PM and 8:00 AM Monday through Friday and transactions occurring on Saturday, Sunday, and FairPoint observed holidays, For PO-1-01, parsed CSR transactions. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> FairPoint NNE |
| Sub-Metrics: | |

| PO-1-01 Average Response Time – CSR (Customer Service Record) | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Average (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all response times for CSR transactions. | | |
| <i>Denominator</i> | Number of CSR transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-01-6040 | XML | ≤ 4.5 Seconds | Eligible |
| PO-1-01-6050 | WEB GUI | ≤ 6.5 Seconds | Eligible |

| PO-1-03 Average Response Time – Address Validation | | | |
|---|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Average (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all response times for Address Validation transactions. | | |
| <i>Denominator</i> | Number of Address Validation transactions | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-03-6040 | XML | ≤ 4.5 Seconds | Eligible |
| PO-1-03-6050 | WEB GUI | ≤ 7.5 Seconds | Eligible |

| PO-1-05 Average Response Time – Telephone Number Availability & Reservation | |
|--|--|
| <i>Metric Type</i> | Average (Numerator/Denominator) |
| <i>Numerator</i> | Sum of all response times for Telephone Number Availability/Reservations transactions. |

| | | | |
|--------------------|--|-----------------------------|----------------------------------|
| <i>Denominator</i> | Number of Telephone Number Availability/Reservations transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-05-6040 | XML | ≤ 4.5 Seconds | Diagnostic |
| PO-1-05-6050 | WEB GUI | ≤ 7.5 seconds | Diagnostic |

| | | | |
|--|--|-----------------------------|----------------------------------|
| PO-1-06 Average Response Time – Mechanized Loop Qualification | | | |
| <i>Metric Type</i> | Average (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all response times for Mechanized Loop Qualifications transactions. | | |
| <i>Denominator</i> | Number of Mechanized Loop Qualifications transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-06-6040 | XML | ≤ 4.5 Seconds | Eligible |
| PO-1-06-6050 | WEB GUI | ≤ 6.5 Seconds | Eligible |

| | | | |
|---|--|-----------------------------|----------------------------------|
| PO-1-07 Average Response Time – Rejected Query | | | |
| <i>Metric Type</i> | Average (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all response times for Rejected Query transactions. | | |
| <i>Denominator</i> | Number of Rejected Query transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-07-6040 | XML | ≤ 4.5 Seconds | Diagnostic |
| PO-1-07-6050 | WEB GUI | ≤ 7.5 seconds | Diagnostic |

| | | | |
|---------------------------|---------------------------------------|-----------------------------|----------------------------------|
| PO-1-08 % Timeouts | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of transactions that timeout. | | |
| <i>Denominator</i> | Total number of transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-08-6040 | XML | ≤ 0.33% | Eligible (Note 1) |
| PO-1-08-6050 | WEB GUI | ≤ 0.33% | Eligible (Note 1) |

| | | | |
|---|--|-----------------------------|----------------------------------|
| PO-1-09 Average Response Time - Parsed CSR | | | |
| <i>Metric Type</i> | Average (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all response times for Parsed CSR transactions. | | |
| <i>Denominator</i> | Number of Parsed CSR transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-1-09-6040 | XML | ≤ 4.5 Seconds | Diagnostic |

Note 1: PO-1-08 sub-metrics (% Timeouts) will be eligible for performance bill credits beginning one year after implementation of the WPP.

| | |
|---|---|
| Function: | |
| PO-2 OSS Interface Availability | |
| Definition: | |
| <p>The PO-2 metric measures the Virtual Front Office (VFO) Interface Availability. The VFO handles XML and WEBGUI transactions. The PO-2 sub-metrics are a measurement of the percent of time the VFO Interface is available during scheduled Prime Time hours versus the amount of time the VFO Interface is scheduled to be available during prime time hours.</p> <p>Scheduled VFO Prime Time Availability is as follows:</p> <ul style="list-style-type: none"> Prime Time: Between 6:00:00 AM and 12:00 AM Monday through Saturday, excluding FairPoint observed Holidays. <p>The availability of a downstream system affects FairPoint and CLECs equally and is not included in the PO-2 sub-metric.</p> <p>CLECs report VFO outages to the Wholesale Service Center (WSC) or Wholesale Help Desk (WHD) during normal business hours or to the Customer Service Maintenance Center (CSMC) outside normal business hours. Each CLEC-reported trouble is logged into a tracking system. FairPoint reviews data from the tracking system each week to determine which troubles were VFO outages, and should be included in the PO-2 calculations. CLEC reported outages are supplemented with outages captured by Synchronoss Network Operations Center (NOC) or other similar FairPoint affirmative monitoring to calculate the final metric results.</p> <p>Synchronoss NOC is used as an alarm for system availability and supplements CLEC reported outages for VFO. If no CLEC reported an outage, but Synchronoss NOC detected an outage, the outage is included as if the entire CLEC population experienced the outage.</p> <p>The Synchronoss NOC data is compared to CLEC reported outages, and are matched according to the outages reported time-frame. If the Synchronoss NOC time-frame matches the CLEC reported outage time-frame (from the WSC/WHD), the outage is included (once) in the metric based on the reported time-frame.</p> <p>If the comparison of the Synchronoss NOC data with the CLEC reported outages indicates that a time-frame overlaps, the earliest start-time of the outage and the latest end-time of the outage are used to calculate the metric result.</p> <p>Trouble Logs: FairPoint will make FairPoint's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> CLEC reported troubles where no trouble is found in FairPoint's VFO, Troubles reported by a CLEC that were not reported to FairPoint's WSC, WHD or CSMC, Scheduled VFO downtime for major system releases where CLECs were provided with advanced notification of the downtime in compliance with FairPoint Change Management Guidelines. | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> CLEC Aggregate | <ul style="list-style-type: none"> FairPoint NNE |
| Sub Metrics: | |

| PO-2-02 OSS Interface Availability – Prime-Time | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Total number of scheduled prime-time minutes in the month for VFO minus the total number of unscheduled outage minutes during prime-time in the month for VFO. | | |
| <i>Denominator</i> | Total number of scheduled prime-time minutes in the month for VFO. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-2-02-6000 | VFO | ≥ 99.5% | Eligible |

| | |
|--|-----------------------------------|
| Function: | |
| PO-3 Contact Center Speed of Answer | |
| Definition: | |
| <p>The PO-3 sub-metrics measure Contact Center Speed of Answer. Contact Center Speed of Answer measures the average answer times of calls received in the Centers that support CLECs for Ordering and Maintenance. Contact with CLECs is designed to take place via direct access systems. The Contact Centers are designed to handle fall-out and not large call volumes.</p> <p>Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from a CLEC opting to transfer the call to the main number, during the center's hours of operation, (Refer to URL table in front of this section.)</p> <p>Speed of Answer is measured in seconds from the time a call enters the FairPoint ACD until a representative answers the call.</p> <p>For calls to the WSC, CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through the ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. FairPoint measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative. The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters FairPoint's ACD. For calls to a dedicated representative, the measurement begins when the call enters FairPoint's ACD (after the CLEC presses 0). In each case, the measurement ends when a representative answers the call.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Calls directed to and answered by dedicated representatives, • For PO-3-02, FairPoint observed holidays. | |
| Report Dimensions | |
| Company: | Geography: |
| • CLEC Aggregate | • FairPoint NNE |
| Products | • Repair Services (Repair Center) |
| • Ordering Services (Wholesale Service Center) | |
| Sub-Metrics: | |

| | | | |
|--|--|-----------------------------|----------------------------------|
| PO-3-02 % Answered within 30 Seconds – Ordering | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of calls answered within 30 seconds after the call was received by the ACD. | | |
| <i>Denominator</i> | Total calls answered plus 15% of abandoned calls plus 10% of busy calls. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-3-02-1000 | Resale & UNE | ≥ 80% | Diagnostic |

| | | | |
|--|--|-----------------------------|----------------------------------|
| PO-3-04 % Answered within 30 Seconds – Repair | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of calls answered within 30 seconds after the call was received by the ACD. | | |
| <i>Denominator</i> | Total calls answered plus 15% of abandoned calls plus 10% of busy calls. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-3-04-1000 | Resale & UNE | ≥ 80% | Diagnostic |

| | | |
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| Function: | | |
| PO-4 Timeliness of Change Management Notices | | |
| Definition: | | |
| The PO-4 sub-metrics measure the timeliness of Change Management Notices (Change Notifications and Change Confirmations) sent to notify CLECs of scheduled systems software changes that potentially may affect a CLEC's systems or procedures. The PO-4-01 sub-metric measures the percent of Change Management Notices distributed in accordance with prescribed timeliness standards. Sub-metrics PO-4-02 and PO-4-03 measure the cumulative delay days for Change Management notices distributed after the prescribed standard interval. Change Management notices are notices sent to the CLECs to notify CLECs of scheduled interface software-affecting changes with a "Type" designation (Type 1, 2, 3, 4, 5). Change Management Notices are classified as follows: Type 1 – Emergency Maintenance; Type 2 – Regulatory; Type 3 – Industry Guidelines; Type 4 – FairPoint Originated; and Type 5 – CLEC Originated. | | |
| Exclusions: | | |
| None. | | |
| Timeliness Standards: | | |
| <i>Change type</i> | Change Notification: Interval between notification and implementation | Change Confirmation: Final Documentation Availability before implementation |
| Type 1 – Emergency Maintenance | Notification before implementation. | Not Applicable. |
| Type 2 – Regulatory | Time periods established in Regulatory Order. If no time periods set, default to same time periods as Types 3 - 5. | Time periods established in Regulatory Order. If no time periods set, default to same time periods as Types 3 - 5. |
| Types 3 - 5 | ≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications or FairPoint/CLEC agreed upon timeframes. | ≥ 45 calendar days or FairPoint/CLEC agreed upon timeframes. |
| Report Dimensions | | |
| Company: • CLEC Aggregate | | Geography: • FairPoint NNE |
| Sub-Metrics: | | |

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|---|---|-----------------------------|----------------------------------|
| PO-4-01 % Change Management Notices Sent on Time | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Change Management Notices sent within required time frames. | | |
| <i>Denominator</i> | Total number of Change Management Notices sent. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-4-01-6660 | Change Notices (types 3, 4 and 5) | ≥ 95% | Eligible |
| PO-4-01-6671 | Change Notices (types 1 and 2) | ≥ 95% | Eligible |

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|--|--|-----------------------------|----------------------------------|
| PO-4-02 Change Management Notices – Delay 1 to 7 Days | | | |
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Cumulative delay days for all notices sent 1 to 7 days late. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-4-02-6600 | Change Notices all types | No Standard | Diagnostic |

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| PO-4-03 Change Management Notices – Delay ≥ 8 Days | |
| <i>Metric Type</i> | Data Value |
| <i>Data Value</i> | Cumulative delay days for all notices sent ≥ 8 days late. |

| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
|-----------------|--------------------------|--------------------------------|--------------------------------------|
| PO-4-03-6600 | Change Notices all types | 0 (zero) Notices \geq 8 Days | Eligible |

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| Function: | |
| PO-5 Percent On Time Notice of OSS Interface Outage | |
| Definition: | |
| The PO-5 metric measures the amount of time that elapses between FairPoint identification of an outage in the Virtual Front Office (VFO) Interface and FairPoint notification to CLECs that an outage exists. Notification is sent via e-mail when a VFO system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance and the outage affects more than one CLEC. | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Troubles reported by a CLEC that were not reported to WSC/WHd, • Network Outages (different than interface outages). | |
| Report Dimensions | |
| Company: | Geography: |
| <ul style="list-style-type: none"> • CLEC Aggregate | <ul style="list-style-type: none"> • FairPoint NNE |
| Sub-Metric: | |

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|---|---|-----------------------------------|----------------------------------|
| PO-5-01 % On Time Notice of OSS Interface Outage | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of outage notifications sent where the date and time of outage notification to CLECs minus date and time the OSS interface outage was identified by FairPoint is less than or equal to 20 minutes. | | |
| <i>Denominator</i> | Total number of OSS interface outages | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-5-01-6500 | OSS Interface Outage Notifications | ≥ 95% within 20 Minutes of Outage | Diagnostic |

| | |
|---|-----------------|
| Function: | |
| PO-6 Software Validation | |
| Definition: | |
| <p>The PO-6 metric measures software validation for major releases affecting FairPoint's CLEC OSS interface where FairPoint offers a test deck in the CLEC Test Environment (CTE). FairPoint tests the software release functionality, by executing a test deck of transactions, to validate that the functionality in a software release works as designed.</p> <p>FairPoint will execute the test deck in the test environment at the start of the User Acceptance Testing (UAT) and at the completion of UAT. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, FairPoint will begin to execute the test deck in production. Upon completion of the test, FairPoint will report the number of test deck transactions that were rejected or otherwise failed during execution of the test deck in production.</p> <p>A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>This software validation metric is reported as a percentage calculated as the number of failed test deck transactions in production divided by the total number of all transactions in the test deck in production.</p> <p>For those months that FairPoint does not execute the test deck, the WPP report is populated with the notation NA.</p> | |
| Exclusions: | |
| Transactions that fail due to CLEC error. | |
| Report Dimensions: | |
| Company: | Geography: |
| • CLEC Aggregate | • FairPoint NNE |
| Sub-Metric: | |

| | | | |
|------------------------------------|---|-----------------------------|----------------------------------|
| PO-6-01 Software Validation | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Sum of failed test deck transactions in production. | | |
| <i>Denominator</i> | Sum of all test desk transactions in production. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-6-01-6000 | VFO | ≤ 5% Failed Transactions | Eligible |

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|---|-----------------|
| Function: | |
| PO-7 Software Problem Resolution Timeliness | |
| Definition: | |
| <p>The PO-7 metric measures Software Problem Resolution Timeliness. Following each major software release affecting FairPoint's CLEC OSS ordering interface, FairPoint tracks the number of rejected Pre-Order and Order transactions reported to the Wholesale Service Center (WSC) or Wholesale Help Desk (WHD), those rejected transactions resulting from the test deck execution, and the timeframe to resolve the problem. For the purposes of this metric, rejected transactions caused by FairPoint code or documentation errors or omissions that result in Type 1 changes are production referrals.</p> <p>Problem Resolution Timeliness is measured from the time the trouble was reported to the WSC or WHD.</p> <p>The PO-7-01 sub-metric is reported as a percentage calculated as the number of production referrals resolved within target response intervals (48 hours or 10 business days) divided by the total number of production referrals, during the 30 calendar days following a major CLEC-affecting LSOG software release.</p> <p>For those months that FairPoint installs software releases, the PO-7-04 sub-metric is populated on the WPP report with Test Deck Transaction data in accordance with the sub-metric definition.</p> <p>For sub-metrics PO-7-01, PO-7-02, and PO-7-03, the WPP report is populated with production referral data in the month <i>following</i> the software release.</p> <p>Failed Pre-order and Order transactions reported to the WSC or WHD after 5:00 PM on Friday and before 8:00 AM on Monday or on a FairPoint observed holiday are considered received at 8:00 AM the next business day.</p> <p>Note: The data value populated on the WPP report for PO-7-02, 7-03 and 7-04 represents the number of hours (or days) beyond the standard. For example, a 50 hour resolution for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours greater than the 48 hour standard.</p> | |
| Exclusions: | |
| None. | |
| Report Dimensions: | |
| Company: | Geography: |
| • CLEC Aggregate | • FairPoint NNE |
| Sub-Metrics: | |

| PO-7-01 % Production Software Referrals Resolved On Time | | | |
|---|---|--|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of production referrals resolved within timeliness standard. | | |
| <i>Denominator</i> | Total number production referrals. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-7-01-6000 | VFO | ≥ 95% within 48 Hours/10 Business Days | Eligible |

| PO-7-02 Delay Hours – Production Software Resolution - Change - Transactions Failed - No Workaround | | | |
|--|--|---|----------------------------------|
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Number of cumulative delay hours (greater than the 48-hour standard) for identified production software resolution changes associated with transaction rejects with no workaround. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-7-02-6000 | VFO | 0 (zero) production resolution changes > 48 Hours | Eligible |

| | | | |
|--|---|---|----------------------------------|
| PO-7-03 Delay Days – Production Software Resolution – Change – Transactions Failed - With Workaround | | | |
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Number of cumulative delay days (greater than the 10-day standard) for identified production software resolution changes associated with transaction rejects with a workaround. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-7-03-6000 | VFO | 0 (zero) production resolution changes > 10 Business Days | Eligible |

| | | | |
|--|---|--|----------------------------------|
| PO-7-04 Delay Hours – Failed/Rejected Test Deck Transactions – Transactions Failed - No Workaround | | | |
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Number of cumulative delay hours (greater than the 48-hour standard) for software resolution changes associated with transaction rejects with no workaround for Test Deck Transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-7-04-6000 | VFO | 0 (zero) failed/rejected test deck transactions > 48 Hours | Eligible |

| | |
|--|---|
| Function: | |
| PO-8 Manual Loop Qualification | |
| Definition: | |
| <p>The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision <i>2-Wire Digital</i> or <i>2-Wire-xDSL loops</i>, when such information is requested through an email request to the applicable FairPoint email address and the requested EUL (End User Location) is present in the Master Street Address Guide (MSAG)/GE Small World (GESW).</p> <p>Loop qualification requests received after 5:00 PM on business days or on weekends or holidays are considered received at 8:00 AM the next business day.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Weekends and FairPoint observed holidays are excluded from the elapsed time, Digital Design Loops that require loop conditioning (HXMU code), Time required to build an address in MSAG/GESW and notify CLEC that the requested EUL has been added to MSAG/GESW. <p>Note: Weekend hours are between 12:00 AM Saturday and 12:00 AM Monday. Holiday Hours are between 12:00 AM of the holiday and 12:00 AM of the first business day following the holiday.</p> | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metric: | |

| PO-8-01 % On Time – Manual Loop Qualification | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | <i>Percent (Numerator/Denominator x 100)</i> | | |
| <i>Numerator</i> | Sum of manual loop qualification transactions where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours. | | |
| <i>Denominator</i> | Number of manual loop qualification transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PO-8-01-6100 | Manual Loop Qual Request | ≥ 95% within 48 Hours | Eligible |

ORDERING PERFORMANCE

(OR)

Function

| | |
|-------|--|
| OR-1 | Order Confirmation Timeliness |
| OR-2 | Reject Timeliness |
| OR-4 | Timeliness of Completion Notification |
| OR-5 | Percent Flow-Through LSRC |
| OR-6 | Order Accuracy |
| OR-8 | Acknowledgement Timeliness |
| OR-9 | Order Acknowledgement Completeness |
| OR-11 | Timeliness of Provider Notification Report |

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|--|--|
| Function: | |
| OR-1 Order Confirmation Timeliness | |
| Definition: | |
| <p>The OR-1 metrics measure the timeliness of Order Confirmations. Depending on the specific product ordered CLECS will submit either a Local Service Request (LSR) or Access Service Request (ASR). Resale and UNE orders submitted via a LSR receive an LSR confirmation (LSRC). Orders submitted via an ASR receive an ASR Confirmation (ASRC).</p> <p>Resale and UNE:</p> <p>Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request submitted via FairPoint's VFO and the time an order confirmation is sent.</p> <p>Percent of Orders Confirmed On Time: The percentage of orders confirmed within the timeframes specified in the Performance Standards.</p> <p>Flow-through: Flow-through orders are received electronically through the VFO and are entered into M6 and confirmed with no manual intervention. (Refer to URL table in front of this section.)</p> <p>Facility Checks: Orders submitted via a LSR for six or more lines and all orders submitted via an ASR require a facility check (except disconnects which require no facility check).</p> <p>Trunks:</p> <p>Order confirmation timeliness is measured in business days between receipt of a valid ASR and distribution of an ASRC. The DLR (Design Layout Record) is measured based upon the DLRD (Design Layout Record Date) established in M6. The DLRD is 10 Business Days for ≤ 192 Forecasted Trunks and is Negotiated for > 192 Trunks, Unforecasted Trunks, or Projects.</p> <p>Order Confirmation Hours:</p> <p>For all OR-1 metrics except OR-1-02: Monday – Friday, between 8:00 AM and 5:00 PM. Orders received outside these hours are considered received as of 8:00 AM on the next business day.</p> <p>For OR-1-02 (Flow-through) metric: Sunday – Saturday, between 6:00 AM and 12:00 AM, except during FairPoint scheduled downtime hours. Orders received outside these hours are considered received as of 6:00 AM on the next calendar day.</p> <p>All scheduled downtime hours will be communicated to CLECs in advance in accordance with the FairPoint Change Management process.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Special Project PONs (if applicable) per the process documented in Appendix 3, • ASR requests that have the RTR field populated with an "N" code for ASRC or DLR indicating the CLEC requested no confirmation/response be sent, • For OR-1-13 only, the RTR field populated with an "F" code indicating the CLEC requested no DLR be sent, • For OR-1-04 through OR 1-13 metrics (Non-Flow-through) the following hours are excluded from the elapsed time when calculating response times: Weekends (Between 12:00 AM Saturday and 12:00 AM Monday) and Holidays (between 12:00 AM of the holiday and 12:00 AM of the first business day following the holiday), • For OR-1-02 (Flow-through) the following hours are excluded from the elapsed time when calculating response time: Sunday - Saturday , between 12:00 AM and 6:00 AM, and during FairPoint scheduled down time hours, • Duplicate Confirmations – LSRCs or ASRCs issued against a unique PON (PON + Version Number + CLEC ID), subsequent to the first confirmation. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | Geography: <ul style="list-style-type: none"> • State Specific |
| Sub-Metrics: | |

| OR-1-02 % On Time LSRC – Flow-through | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic flow-through LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) system available hours for specified product for the report month. | | |
| <i>Denominator</i> | Total number of electronic flow-through LSRCs for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-1-02-2000 | Resale | ≥ 95% within 2 Hours | Eligible |
| OR-1-02-3332 | UNE 2-Wire Loops/LNP | ≥ 95% within 2 Hours | Eligible |

| OR-1-04 % On Time LSRC - No Facility Check (Non-flow-through) | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic LSRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product for the report month. | | |
| <i>Denominator</i> | Total number of electronic LSRCs not requiring a facility check for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-1-04-2000 | Resale | ≥ 95% within 24 Hours | Eligible |
| OR-1-04-3331 | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 24 Hours | Eligible |
| OR-1-04-3343 | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 24 Hours | Eligible |

| OR-1-06 % On Time LSRC/ASRC – Facility Check (Non-flow-through) | | | |
|--|---|------------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product for the report month. | | |
| <i>Denominator</i> | Total number of electronic LSRCs/ASRCs requiring a facility check for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-1-06-2000 | Resale | ≥ 95% within 72 Hours | Eligible |
| OR-1-06-3200 | UNE Specials | ≥ 95% within 5 Business Days | Eligible |
| OR-1-06-3331 | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 72 Hours | Eligible |
| OR-1-06-3343 | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 72 Hours | Eligible |

| OR-1-12 % On Time ASRC | | | |
|-------------------------------|--|----------------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic ASRCs sent where confirmation date and time minus submission date and time is less than or equal to the standard for the product type for the report month. | | |
| <i>Denominator</i> | Total number of electronic ASRCs for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-1-12-5020 | CLEC Trunks (≤ 192 Forecasted) | ≥ 95% within 10 Business Days | Eligible |
| OR-1-12-5030 | CLEC Trunks (> 192, Unforecasted, and Projects) | ≥ 95% within Negotiated Interval | Eligible |

| OR-1-13 % On Time Design Layout Record (DLR) | |
|---|---------------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) |

| | | | |
|--------------------|--|-----------------------------|--------------------------------------|
| <i>Numerator</i> | Number of DLRs completed on or before DLRD date in M6 in report month. | | |
| <i>Denominator</i> | Number of DLRs completed in report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-1-13-5000 | CLEC Trunks | ≥ 95% On or Before DLRD | Eligible |

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|--|--|
| Function: | |
| OR-2 Reject Timeliness | |
| Definition: | |
| <p>The OR-2 metrics measures Reject Timeliness.</p> <p>Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request submitted via FairPoint's VFO and the time a Service Order reject is sent.</p> <p>Percent of Orders Rejected On Time: The percentage of orders rejected within the timeframes specified in the Performance Standards.</p> <p>Flow-through: Flow-through orders are received electronically through the VFO and are rejected with no manual intervention. (Refer to URL table in front of this section.)</p> <p>Order Reject Hours:</p> <p>For all OR-2 metrics except OR-2-02: Monday – Friday, between 8:00 AM and 5:00 PM. Orders received outside these hours are considered received as of 8:00 AM on the next business day</p> <p>For OR-2-02 (Flow-through) metric: Sunday – Saturday, between 6:00 AM and 12:00 AM, except during FairPoint scheduled downtime hours. Orders received outside these hours are considered received as of 6:00 AM on the next calendar day.</p> <p>All scheduled downtime hours will be communicated to CLECs in advance in accordance with the FairPoint Change Management process.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Orders that fail basic front-end edits, • Invalid rejects, • Duplicate rejects – Rejects issued against a unique PON (PON + Version Number + CLEC ID), subsequent to the first reject, • Special Project PONs (if applicable) per the process documented in Appendix 3, • For all OR-2-04 through OR 2-12 metrics (Non-flow-through) the following hours are excluded from the elapsed time when calculating the response times: Weekends (Between 12:00 AM Saturday and 12:00 AM Monday) and Holidays (between 12:00 AM of the holiday and 12:00 AM of the first business day following the holiday). • For OR-2-02 (Flow-through) the following hours are excluded from the elapsed time when calculating the response times: Sunday - Saturday, between 12:00 AM and 6:00 AM, and during FairPoint scheduled down time hours. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | Geography: <ul style="list-style-type: none"> • State Specific |
| Sub-Metrics: | |

| OR-2-02 % On Time LSR Reject (Flow-Through) | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic rejects sent where the reject date and time minus the LSR submission date and time is less than or equal to two (2) system available hours for specified product for the report month. | | |
| <i>Denominator</i> | Total number of electronically submitted flow-through LSRs rejected for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-2-02-2000 | Resale | ≥ 95% within 2 Hours | Eligible |
| OR-2-02-3332 | UNE 2-Wire Loops/LNP | ≥ 95% within 2 Hours | Eligible |

| OR-2-04 % On Time LSR Reject - No Facility Check (Non flow-through) | |
|--|---------------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) |

| | | | |
|--------------------|---|-----------------------------|----------------------------------|
| <i>Numerator</i> | Number of electronic rejects sent where the reject date and time minus the LSR submission date and time is less than or equal to 24 hours for orders not requiring a facility check for the specified product for the report month. | | |
| <i>Denominator</i> | Total number of electronically submitted LSRs, not requiring a facility check, rejected for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-2-04-2000 | Resale | ≥ 95% within 24 Hours | Eligible |
| OR-2-04-3331 | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 24 Hours | Eligible |
| OR-2-04-3343 | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 24 Hours | Eligible |

| | | | |
|--------------------|--|------------------------------|----------------------------------|
| OR-2-06 | % On Time LSR/ASR Reject - Facility Check (Non flow-through) | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic rejects sent where reject date and time minus the LSR/ASR submission date and time is within the standard for orders requiring a facility check for the specified product for the report month. | | |
| <i>Denominator</i> | Total number of electronically submitted LSRs/ASRs requiring a facility check rejected for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-2-06-2000 | Resale | ≥ 95% within 72 Hours | Eligible |
| OR-2-06-3200 | UNE Specials | ≥ 95% within 5 Business Days | Eligible |
| OR-2-06-3331 | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 72 Hours | Eligible |
| OR-2-06-3343 | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 72 Hours | Eligible |

| | | | |
|--------------------|---|----------------------------------|----------------------------------|
| OR-2-12 | % On Time Trunk ASR Reject | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of electronic rejects sent where the reject date and time minus the ASR submission date and time is less than or equal to seven (7) business days or negotiated standard for the report month. | | |
| <i>Denominator</i> | Total number of electronically submitted trunk ASRs rejected for specified product for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-2-12-5020 | CLEC Trunks (≤ 192 Forecasted) | ≥ 95% within 7 Business Days | Eligible |
| OR-2-12-5030 | CLEC Trunks (> 192, Unforecasted, and Projects) | ≥ 95% within Negotiated Interval | Diagnostic |

| | |
|---|---|
| Function: | |
| OR-4 Timeliness of Completion Notification | |
| Definition: | |
| The OR-4 sub-metrics measure Timeliness of Completion Notifications sent. The elapsed time begins when the last service order associated with a specific PON is considered Provisioning Completed. The Provisioning Completion Notice (PCN) and the Billing Completion Notice (BCN) are considered sent when the FairPoint system initiates the send of the completed notifier to the CLEC. | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Special Project PONs (if applicable) per the process documented in Appendix 3, • For OR-4-11, orders designed to not generate a PCN or a BCN, • For OR-4-16, orders designed to not generate a PCN, • For OR-4-17, orders designed to not generate a BCN. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | Geography: <ul style="list-style-type: none"> • State Specific |
| Sub-Metrics: | |

| OR-4-11 % Completed Orders with Neither a PCN nor BCN Sent | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as provisioning completed for the report month. | | |
| <i>Denominator</i> | Total number of PONs for which the last service order has been updated as provisioning completed for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-4-11-1000 | Resale & UNE | ≤ 0.25% within 2 Business Days of Provisioning Completion | Diagnostic |

| OR-4-16 % Provisioning Completion Notifiers Sent within One Business Day | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of PONs completed that produce a PCN within one (1) business day after last service order has been updated as provisioning completed for the report month. | | |
| <i>Denominator</i> | Total number of PONs for which the last service order has been updated as provisioning completed for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-4-16-1000 | Resale & UNE | ≥ 95% | Eligible |

| OR-4-17 % Billing Completion Notifiers Sent On Time | | | |
|--|---|--|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of PONs completed that produce a BCN within the specified intervals after last service order has been provisioning completed for the report month. | | |
| <i>Denominator</i> | Total number of PONs for which the last service order has been updated as provisioning completed for the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-4-17-1000 | Resale & UNE | ≥ 95.5% within 2 or 4 Business Days of Provisioning Completion. (2 bus. days on order(s) not in bill cycle hold. 4 bus. days on order(s) in bill cycle hold) | Eligible |

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| Function: | |
| OR-5 Percent Flow-through LSRC | |
| Definition: | |
| The OR-5 sub-metrics measure the percent of LSRCs that were generated without manual intervention as a percent of total LSRCs. These confirmations require no action by a FairPoint service representative to input an order into M6. This is also known as Ordering flow-through. (Refer to URL table in front of this section.) ASRs do not flow-through by design, and are not included in the OR-5 metric. | |
| Exclusions: | |
| <ul style="list-style-type: none"> Special Project PONs (if applicable) per the process documented in Appendix 3. <p>From % Flow-through - Achieved (OR-5-03):</p> <ul style="list-style-type: none"> Orders not eligible to flow-through, Orders with CLEC input errors in violation of published business rules. | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> CLEC Aggregate | <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| | | | |
|---------------------------------------|--|-----------------------------|----------------------------------|
| OR-5-01 % Flow-through – Total | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of LSRCs that flowed-through for specified product. | | |
| <i>Denominator</i> | Total number of LSRCs for specified product. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-5-01-2000 | Resale | No Standard | Diagnostic |
| OR-5-01-3112 | UNE 2-Wire Analog Loop | No Standard | Diagnostic |
| OR-5-01-3121 | Directory Listings & LNP | No Standard | Diagnostic |

| | | | |
|--|--|-----------------------------|----------------------------------|
| OR-5-03 % Flow-through – Achieved | | | |
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of LSRCs that flowed-through for specified product. | | |
| <i>Denominator</i> | Total number of flow-through eligible LSRCs. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-5-03-2000 | Resale | ≥ 95% | Eligible |
| OR-5-03-3112 | UNE 2-Wire Analog Loop | ≥ 95% | Eligible |
| OR-5-03-3121 | Directory Listings & LNP | ≥ 95% | Eligible |

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|---|
| Function: |
| OR-6 Order Accuracy |
| Definition: |
| <p>The OR-6 sub-metrics measure the accuracy of LSRCs sent to CLECs.</p> <p>OR-6-01 - % Service Order Accuracy: Percent of LSRCs manually entered into M6 by FairPoint without error.</p> <p>For sub-metric OR-6-01, FairPoint uses a manual audit process of sampled manually processed LSRs. A random sample of manually processed LSRs is selected for analysis each month. A statistically valid sample size with a 95% confidence level will be established by January 30th each calendar year, based upon the average volume of manually processed LSRs in the prior calendar year. If the volume of manually processed LSRs is below the established sample size, all manually processed LSRs will be reviewed.</p> <p>The specific fields to be addressed include:</p> <ul style="list-style-type: none"> • Billed Telephone Number • RSID or AECN • PON Number • Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP) • Ported TN (if applicable, required for LNP/INP) • Circuit ID (if applicable, required for specials and loops) • Directory Listing Information (if included) • E911 Listing Information (if changing and appropriate) • Features (for Resale and Switching orders) • Due Date <p>Includes all fields on service order that impact service. For example "optional fields" such as call forwarding to telephone number would be included as a "feature" field and be subject to review.</p> <p>OR-6-03 - % Resent LSRC: Percent of LSRCs resent.</p> <p>For sub-metric OR-6-03, the measure is a percentage of all LSRCs resent due to FairPoint error against the total number of LSRCs sent in the reporting month.</p> <p>OR-6-04 - % Accuracy – Directory Listings: Percent of directory listing LSRCs manually entered into M6 by FairPoint without error.</p> <p>For sub-metric OR-6-04, A statistically valid random sample of manually processed Directory Listing LSRCs is pulled from FairPoint's system. A statistically valid sample size with a 95% confidence level will be established by January 30th each calendar year, based upon the average volume of manually processed Directory Listing LSRCs in the prior calendar year. If the volume of manually processed LSRCs is below the established sample size, all manually handled orders will be reviewed. The following fields on the Directory Listing Form of the LSR (if populated) need to be compared to M6. If the designated fields are not populated on the LSR, the CSR of the former retail customer needs to be compared to M6.</p> <p>Field / Name / Definition:</p> <ul style="list-style-type: none"> • 10 / LACT/ Listing Activity (new, z, change) • 11 / ALI / Alpha Numeric Listing Identifier Code (optional - change or delete activity) resale additional listings, UNE primary and additional listings • 12 / RTY / Record Type (main, addl, foreign listing) • 13 / LTY / Listing Type (listed, non listed) • 39 / LTN / Listed Telephone Number • 45 / LNLN / Listed Name, Last Name • 46 / LNFN / Listed Name, First Name |

| | |
|---|---|
| <ul style="list-style-type: none"> • 56 / ADI / Address Indicator (O to omit address) • 59 / LASF / Listed Address House Number Suffix • 60 / LASD / Listed Address Street Directional • 61 / LASN / Listed Address Street Name • 62 / LATH / Listed Address Thoroughfare (e.g., St., Rd., Ave.) • 63 / LASS / Listed Address Street Suffix (e.g., Main St. West) • 65 / LALOC / Listed Address Locality • 94 / YPH / Yellow Page Heading | |
| Exclusions: | |
| <ul style="list-style-type: none"> • LSRs entered by the CLEC that flow-through, • For OR-6-04, Disconnect Orders. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate | Geography: <ul style="list-style-type: none"> • OR-6-01: FairPoint NNE • OR-6-03: State Specific • OR-6-04: FairPoint NNE |
| Sub-Metrics: | |

| OR-6-01 % Service Order Accuracy | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of LSRCs sampled minus orders with errors for specified product. | | |
| <i>Denominator</i> | Number of LSRCs sampled for specified product. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-6-01-1001 | Resale & UNE 2-Wire Loops /LNP | ≥ 95% without Errors | Eligible |

| OR-6-03 % Resent LSRC | | | |
|------------------------------|---------------------------------------|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of LSRCs resent due to error. | | |
| <i>Denominator</i> | Total Number of LSRCs sent. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-6-03-2000 | Resale | ≤ 5% due to Errors | Eligible |
| OR-6-03-3332 | UNE 2-Wire Loops/LNP | ≤ 5% due to Errors | Eligible |

| OR-6-04 % Accuracy – Directory Listing | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of LSRCs sampled for Directory Listings minus LSRCs with errors. | | |
| <i>Denominator</i> | Number of Directory Listing LSRCs sampled. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-6-04-1040 | Directory Listings | ≥ 95% without Errors | Eligible |

| | |
|--|---|
| Function: | |
| OR-11 Timeliness of Provider Notification Report | |
| Definition: | |
| <p>The OR-11 metric measures the timeliness of line loss Provider Notification (PN) Reports. The metric measures the elapsed time between the date a resale line is migrated from a CLEC to the date that the notification information for that line is made available to that CLEC on the PN Report. The interval measured starts with an M6 update that the work necessary to migrate the line (disconnect or number port) to the new CLEC has been completed and ends when a line loss notification is transmitted to the former CLEC. Inaccurate and missing notices are considered late. PN Reports will be provided to CLECs each business day via the Wholesale Customer Portal (WCP) process. The report date (i.e., date PN report is posted to the portal) is considered to be the create date shown in the file directory. The PN process starts with collection of the previous business day's completed service orders with disconnect activity from M6. Weekend and holiday days are reported on the next business day. Migration order types measured in the OR-11 metric include: 1) resale to resale, 2) resale to UNE loop via hot cut, 3) resale ported via LNP, 4) resale to retail, and 5) resale to commercial arrangements (e.g., Wholesale Package).</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> None. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metric: | |

| OR-11-01 % On Time Resale Provider Notifications | | | |
|---|---|------------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of accurate line loss notices reported on daily PN reports in report month, where the report date minus the effective date is less than or equal to two (2) business days. | | |
| <i>Denominator</i> | Number of line loss records reported on PN Reports in the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OR-11-01-2000 | Resale | ≥ 95% within 2 Business Days | Eligible |

PROVISIONING PERFORMANCE

(PR)

Function

| | |
|------|--|
| PR-1 | Average Interval Offered |
| PR-3 | Percent of Orders Completed within Specified Number of Business Days |
| PR-4 | Missed Commitments |
| PR-6 | Installation Quality |
| PR-8 | Percent Open Orders in a Hold Status |
| PR-9 | Hot Cut Loop Performance |

| | |
|---|---|
| Function: | |
| PR-1 Average Interval Offered | |
| Definition: | |
| The PR-1 sub-metrics measure the average number of business days between order application date and committed due date (appointment date) for completed and cancelled orders. The PR-1 sub-metric calculations for the report month include orders that have been updated as billing completed or cancelled. The order application date is the date that a valid service request (LSR or ASR) is received (day zero (0)). | |
| Note: Orders received after 3:00 PM are counted as received the next business day. | |
| Exclusions: | |
| <ul style="list-style-type: none"> Orders where a CLEC customer requested or negotiated intervals beyond the standard appointment interval, Orders with invalid intervals (e.g. Negative intervals or intervals over 200 business days – indicative of typographical error), Special Project PONs (if applicable) per the process documented in Appendix 3, Disconnects. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| PR-1-04 Average Interval Offered – Dispatch (6 to 9 Lines) | | | |
|---|---|--------------------------------------|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of committed DD minus application date for 2-Wire Analog orders with an outside dispatch for orders with six (6) to nine (9) lines. | | |
| <i>Denominator</i> | Number of 2-Wire Analog orders with an outside dispatch for orders with six (6) to nine (9) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-1-04-3112 | UNE 2-Wire Analog Loop | Diagnostic comparison to Retail POTS | Diagnostic |

| PR-1-05 Average Interval Offered – Dispatch (≥ 10 Lines) | | | |
|---|--|--------------------------------------|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of committed DD minus application date for 2-Wire Analog orders with an outside dispatch for orders with ten (10) or more lines. | | |
| <i>Denominator</i> | Number of 2-Wire Analog orders with an outside dispatch for orders with ten (10) or more lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-1-05-3112 | UNE 2-Wire Analog Loop | Diagnostic comparison to Retail POTS | Diagnostic |

| PR-1-09 Average Interval Offered | | | |
|---|--|--|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of committed DD minus application date for product group orders. | | |
| <i>Denominator</i> | Number of orders for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-1-09-3211 | UNE DS1 | Parity with Retail DS1 (Retail DS1 excludes feature changes on PRI ISDN) | Diagnostic |

| | | | |
|--------------|--|--|------------|
| | | (no dispatch)) | |
| PR-1-09-3213 | UNE DS3 | Parity with Retail DS3 | Diagnostic |
| PR-1-09-5020 | CLEC Trunks (≤ 192 Forecasted) | Parity with IXC Feature Group D Trunks | Diagnostic |
| PR-1-09-5030 | CLEC Trunks (> 192 , Unforecasted, and Projects) | Parity with IXC Feature Group D Trunks | Diagnostic |

| | |
|---|--|
| Function: | |
| PR-3 Percent of Orders Completed within Specified Number of Business Days | |
| Definition: | |
| <p>The PR-3 sub-metrics measure the percent of orders that have been updated as provisioning completed within a specified number of business days. The elapsed time is measured as the interval between order application receipt date and physical work completion date (i.e., date provisioning work such as wiring or translation work is finished). The application date is the date that a valid service request (LSR or ASR) is received (day zero (0)). Orders completed on the committed Due Date (DD) are considered to be completed on-time regardless of the time of day the order was actually completed. The PR-3 sub-metric calculations for the report month include orders that have been updated as billing completed.</p> | |
| <p>Note: Orders received after 3:00 PM are counted as received the next business day.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Disconnect Orders, • Orders where a CLEC customer requested or negotiated intervals beyond the standard appointment interval, • Orders with invalid intervals (e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error), • Orders completed late due to end-user or CLEC caused delay, • Special Project PONs (if applicable) per the process documented in Appendix 3. <p>For 2-Wire Digital and 2-Wire xDSL Loop only:</p> <ul style="list-style-type: none"> • Orders missed due to facility reasons. | |
| Report Dimensions: | |
| <p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | <p>Geography:</p> <ul style="list-style-type: none"> • State Specific |
| Sub-Metrics: | |

| PR-3-01 % Completed in 1 Day – No Dispatch (1 to 5 Lines) | | | |
|--|---|--|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of No Dispatch orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer business days. | | |
| <i>Denominator</i> | Number of No Dispatch orders with one (1) to five (5) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-01-2000 | Resale | Diagnostic Standard, No Retail Statistics Calculated | Diagnostic |

| PR-3-02 % Completed in 4 Days – No Dispatch (1 to 5 Lines) | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of No Dispatch orders with one (1) to five (5) lines where completion date minus application date is four (4) or fewer business days. | | |
| <i>Denominator</i> | Number of No Dispatch orders with one (1) to five (5) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-02-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-3-02-3113 | UNE 2-Wire Analog Loop – New | Parity with Retail POTS – New (N orders, T orders, and C orders with line counts greater than zero) | Eligible |

| PR-3-06 % Completed in 3 Days – Dispatch (1 to 5 Lines) | | | |
|--|--|--------------------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Dispatch orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer business days. | | |
| <i>Denominator</i> | Number of Dispatch orders with one (1) to five (5) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-06-2000 | Resale | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-3-06-3113 | UNE 2-Wire Analog Loop – New | Diagnostic comparison to Retail POTS | Diagnostic |

| PR-3-07 % Completed in 4 Days – Dispatch (1 to 5 Lines) | | | |
|--|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is four (4) or fewer business days. | | |
| <i>Denominator</i> | Number of Dispatch orders with one (1) to five (5) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-07-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-3-07-3113 | UNE 2-Wire Analog Loop – New | Parity with Retail POTS – New (N orders, T orders, and C orders with line counts greater than zero) | Eligible |

| PR-3-08 % Completed in 5 Days - No Dispatch (1 to 10 Lines) | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of No Dispatch orders with one (1) to ten (10) lines where completion date minus application date is five (5) or fewer business days. | | |
| <i>Denominator</i> | Number of No Dispatch orders with one (1) to ten (10) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-08-3520 | UNE 2-Wire Analog Loop - Hot Cut | ≥ 95% | Diagnostic |

| PR-3-10 % Completed in 6 Days (1 to 5 Lines) | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of orders with one (1) to five (5) lines where completion date minus application date is six (6) or fewer business days. | | |
| <i>Denominator</i> | Number of orders with one (1) to five (5) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-10-3343 | UNE 2-Wire Digital & xDSL Loops | ≥ 95% | Eligible |

| PR-3-11 % Completed in 10 Days – No Dispatch (11 to 20 Lines) | |
|--|--|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) |

| | | | |
|--------------------|---|-----------------------------|----------------------------------|
| <i>Numerator</i> | Number of orders with eleven (11) to twenty (20) lines where the completion date minus application date is ten (10) or fewer business days. | | |
| <i>Denominator</i> | Number of orders with eleven (11) to twenty (20) lines. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-3-11-3520 | UNE 2-Wire Analog Loop - Hot Cut | ≥ 95% | Diagnostic |

| | |
|--|---|
| Function: | |
| PR-4 Missed Commitments | |
| Definition: | |
| <p>The PR-4 sub-metrics measure performance in meeting committed due dates (DD). This may be reported as percent met or as percent missed. With the exception of Trunks, the PR-4 sub-metric calculations for the report month include orders that have been updated as billing completed. PR-4-02-5000 and PR-4-15-5000 (CLEC Trunks) calculations for the report month include orders that have been updated as provisioning completed.</p> <p>Provisioning completed means the physical provisioning work such as wiring or translation work is finished.</p> <p>Average Delay Days: For orders/trunks missed due to FairPoint reasons, the average number of business days between the order DD and provisioning completed date.</p> <p>For Trunks: The PR-4 sub-metrics are measured per trunk rather than per order.</p> <p>For LNP: Percent of all LNP orders (including both the trigger message and associated disconnect order) where trigger is in place before the DD and the disconnect is completed on or after 11:59 PM of the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after DD on the order.</p> <p>Note: Telephone Numbers disconnected early or ported early at the customer's request are considered met. Orders where the trigger is in place on the DD but before the number is ported by the CLEC are considered met triggers.</p> <p>For Directory Listings: The PR-4-16 sub-metric measures the number of directory listing updates sent to the 411 Database Administrator within one business day of the directory listing order due date.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disconnect Orders (except for PR-4-07 and PR-4-16). <p>For UNE 2-Wire Digital and xDSL Loops only:</p> <ul style="list-style-type: none"> Orders missed for facility reasons. <p>For PR-4-16 only:</p> <ul style="list-style-type: none"> Special Project PONs (if applicable) per the process documented in Appendix 3 | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| PR-4-01 | | % Missed Due Date | |
|--------------|--|--|---------------------------|
| Metric Type | Percent. (Numerator/Denominator x 100) | | |
| Numerator | Number of orders where the provisioning completed date is after the order DD due to FairPoint reasons for product group. | | |
| Denominator | Number of orders provisioning completed for product group. | | |
| Metric # | Product Title | Performance Standard | Performance Credit Status |
| PR-4-01-3211 | UNE DS1 | Parity with Retail DS1 (Retail DS1 excludes feature changes on PRI ISDN (no dispatch)) | Eligible |
| PR-4-01-3213 | UNE DS3 | Parity with Retail DS3 | Eligible |

| PR-4-02 | | Average Delay Days | |
|-------------|----------------------------------|--------------------|--|
| Metric Type | Average. (Numerator/Denominator) | | |

| | | | |
|--------------------|---|--|----------------------------------|
| <i>Numerator</i> | Sum of the provisioning completed date minus DD for orders/trunks missed due to FairPoint reasons by product group. | | |
| <i>Denominator</i> | Number of orders/trunks missed for FairPoint reasons, by product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-02-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-4-02-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| PR-4-02-3200 | UNE Specials | Parity with Retail Specials | Eligible |
| PR-4-02-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |
| PR-4-02-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Eligible |

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|---|---|---|----------------------------------|
| PR-4-04 % Missed Due Date – Dispatch | | | |
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Dispatched Orders where the order provisioning completed date is after the order DD due to FairPoint reasons for product group. | | |
| <i>Denominator</i> | Number of Dispatched Orders provisioning completed for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-04-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-4-04-3113 | UNE 2-Wire Analog Loop - New | Parity with Retail POTS – New (N orders, T orders, and C orders with line counts greater than zero) | Eligible |

| | | | |
|--|---|---|----------------------------------|
| PR-4-05 % Missed Due Date – No Dispatch | | | |
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of No Dispatch orders where the Order provisioning completed date is after the order DD due to FairPoint reasons for product group | | |
| <i>Denominator</i> | Number of No Dispatch orders provisioning completed for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-05-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-4-05-3113 | UNE 2-Wire Analog Loop - New | Parity with Retail POTS – New (N orders, T orders, and C orders with line counts greater than zero) | Eligible |

| | | | |
|---|---|-----------------------------|----------------------------------|
| PR-4-07 % On Time Performance – LNP Only | | | |
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of LNP orders (1 order = Trigger message and disconnect order), where trigger is in place before the due date and the retail disconnect is completed on or after 11:59 PM of the DD. | | |
| <i>Denominator</i> | Number of LNP orders completed (1 order = Trigger message and disconnect order). | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-07-3540 | UNE LNP | ≥ 95% | Eligible |

| PR-4-14 % Met Due Date | | | |
|------------------------------------|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of orders provisioning completed on or before the DD. | | |
| <i>Denominator</i> | Number of orders provisioning completed minus any orders delayed due to CLEC/end user reasons. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-14-3343 | UNE 2-Wire Digital & xDSL Loops | ≥ 95% | Eligible |

| PR-4-15 % Met Due Date – Trunks | | | |
|---|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of trunks where the order provisioning completed date is on or before the DD. | | |
| <i>Denominator</i> | Number of trunks provisioning completed. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-15-5000 | CLEC Trunks | ≥ 95% | Eligible |

| PR-4-16 % Directory Data Base Updates Completed On Time | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of directory listing updates sent to the 411 Database Administrator within one (1) business day of confirmed due date. | | |
| <i>Denominator</i> | Number of directory listing updates sent to the 411 Database Administrator. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-4-16-1040 | Directory Listings | ≥ 95% within 1 Business Day | Eligible |

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|---|---|
| Function: | |
| PR-5 Facility Missed Orders | |
| Definition: | |
| <p>The PR-5 sub-metrics measure orders missed for facility reasons. The PR-5 sub-metric calculations only include orders that have been Billing Completed in the report month, except for trunks, which are reported in the month Provisioning Completed.</p> <p>UNE and Resale: The percent of Billing Completed Dispatched Orders that Provisioning Completed after the committed due date, due to lack of FairPoint facilities.</p> <p>Trunks: The percent of trunks Provisioning Completed after the committed due date, due to lack of FairPoint facilities.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disconnect orders. <p>For UNE and Resale orders:</p> <ul style="list-style-type: none"> Non-dispatched orders | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| PR-5-01 % Missed Due Date — Facilities | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Billing Completed dispatched orders for the product group or Provisioning Completed trunks where the provisioning completed date is after the order DD, due to FairPoint Facility reasons. | | |
| <i>Denominator</i> | Number of Billing Completed dispatched orders for product group or Provisioning Completed trunks. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-5-01-2000 | Resale | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-5-01-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

| PR-5-02 % Orders Held for Facilities > 15 Days | | | |
|--|---|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of dispatched orders or trunks where the provisioning completed date minus DD is more than 15 calendar days due to FairPoint Facility reasons for product group. | | |
| <i>Denominator</i> | Number of dispatched orders or trunks provisioning completed for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-5-02-2000 | Resale | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-5-02-3112 | UNE 2-Wire Analog Loop | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-5-02-3200 | UNE Specials | Diagnostic comparison to Retail Specials | Diagnostic |
| PR-5-02-3343 | UNE 2-Wire Digital & xDSL Loops | No Standard | Diagnostic |
| PR-5-02-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

| PR-5-03 % Orders Held for Facilities > 60 Days | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of trunks where the completion date minus DD is more than 60 calendar days due to FairPoint Facility reasons for product group. | | |
| <i>Denominator</i> | Number of trunks completed. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-5-03-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

| | |
|--|--|
| Function: | |
| PR-6 Installation Quality | |
| Definition: | |
| <p>The PR-6 sub-metrics measure the ratio of found network installation troubles closed in a report month, compared to lines/circuits/trunks provisioned in the month. A network trouble is defined as an installation trouble if it is closed within 7 or 30 calendar days (depending on the metric) of an order that has been updated as provisioning completed in the month. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).</p> <p>Note: Troubles measured in PR-6-02 are the same troubles reported in PR-9-08. Should an additional found network trouble be closed after the installation trouble but within the same 7 or 30 calendar day period it will be counted as a repeat trouble in the MR-5 metric and not as an installation trouble.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disposition codes 0331 and 0332 (CPE). Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer has reported a trouble, Special Project PONs (if applicable) per the process documented in Appendix 3. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| PR-6-01 % Installation Troubles Reported within 30 Days | | | |
|--|---|--|----------------------------------|
| <i>Metric Type</i> | Ratio reported as a Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of installation troubles found within the network (Disposition Codes 03, 04 and 05) closed within 30 calendar days of provisioning completion for product group. | | |
| <i>Denominator</i> | Total lines/circuits/trunks provisioning completed in report month for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-6-01-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-6-01-3113 | UNE 2-Wire Analog Loop - New | Parity with Retail POTS – Dispatched | Eligible |
| PR-6-01-3200 | UNE Specials | Parity with Retail Specials | Eligible |
| PR-6-01-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS – Dispatched | Eligible |
| PR-6-01-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Eligible |

| PR-6-02 % Installation Troubles Reported within 7 Days | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Numerator</i> | Number of hot cut installation troubles found within the network (Disposition Codes 03, 04 and 05) closed within seven (7) calendar days of hot cut completion. | | |
| <i>Denominator</i> | Total number of hot cut lines completed in report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-6-02-3520 | UNE 2-Wire Analog Loop - Hot Cut | ≤ 2% | Eligible |

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|--|---|
| Function: | |
| PR-8 Percent Open Orders in a Hold Status | |
| Definition: | |
| <p>The PR-8 sub-metrics measure the number of open orders in the product group that, at the close of the reporting period, have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders Billing Completed in the reporting period for that product group. This does not apply to the PR-8-01-5000 and PR-8-02-5000 sub-metrics (CLEC Trunks), which are calculated based on physical work (provisioning) completion.</p> <p>The denominator of the PR-8 sub-metric calculations includes orders for the product group that are updated as Billing Completed or trunks that are updated as Provisioning Completed in the report month, plus orders for that product group or trunks in a hold status for more than 30 or 90 days, due to FairPoint reasons.</p> <p>An open order/trunk is a valid order/trunk that has not been Provisioning Completed or Cancelled. Open orders/trunk(s) in a hold status are orders/trunk(s) that have passed the committed due date, due to FairPoint reasons.</p> <p>For the PR-8 metrics, the committed due date counts as Day 0 (zero).</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • Disconnect Orders, • Orders that at the request of the CLEC/end user have not been assigned a committed due date, • Orders that remain open after FairPoint has requested the CLEC cancel the order for regulatory and/or other valid industry acceptable reasons. <p>The following orders are excluded from the numerator only:</p> <ul style="list-style-type: none"> • Orders that are provisioning completed or cancelled. | |
| Report Dimensions: | |
| Company <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | Geography: <ul style="list-style-type: none"> • State Specific |
| Sub-Metrics: | |

| PR-8-01 % Open Orders in a Hold Status > 30 Days | | | |
|--|---|--|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of open orders for the product group or trunks that, at the close of the reporting period, have been in a hold status for more than 30 calendar days due to FairPoint reasons. | | |
| <i>Denominator</i> | Numerator plus total number of orders for the product group or trunks completed in the reporting period. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-8-01-2000 | Resale | Parity with Retail POTS | Eligible |
| PR-8-01-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| PR-8-01-3200 | UNE Specials | Parity with Retail Specials | Eligible |
| PR-8-01-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |
| PR-8-01-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Eligible |

| PR-8-02 % Open Orders in a Hold Status > 90 Days | |
|--|---|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) |
| <i>Numerator</i> | Number of open orders for the product group or trunks that, at the close of the reporting period, have been in a hold status for more than 90 calendar days due to FairPoint reasons. |
| <i>Denominator</i> | Numerator plus total number of orders for the product group or trunks completed in the reporting period. |

| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
|-----------------|---------------------------------|---|----------------------------------|
| PR-8-02-2000 | Resale | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-8-02-3112 | UNE 2-Wire Analog Loop | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-8-02-3200 | UNE Specials | Diagnostic comparison to Retail Specials | Diagnostic |
| PR-8-02-3343 | UNE 2-Wire Digital & xDSL Loops | Diagnostic comparison to Retail POTS | Diagnostic |
| PR-8-02-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

| | |
|---|-----------------------------|
| Function: | |
| PR-9 Hot Cut Loop Performance | |
| Definition: | |
| The PR-9 sub-metrics measure installation performance for UNE Hot Cut Loop orders. | |
| The PR-9-01 metric measures the percent of UNE 2-Wire Analog loop hot cut orders, with or without number portability, completed within the following cut-over windows. The cut-over window represents the amount of time from start to completion of physical cut-over of lines: | |
| one (1) to nine (9) lines: one (1) Hour | |
| 10 to 49 lines: two (2) Hours | |
| 50 to 99 lines: three (3) Hours | |
| 100 or more lines: Negotiated | |
| If Integrated Digital Loop Carrier (IDLC) is involved and a dispatch is required a four (4) hour appointment window (8:00 AM – 12:00 PM or 1:00 PM – 5:00 PM) is required. This is only applicable if FairPoint notified the CLEC by 2:30 PM on DD-2 (i.e., two-days in advance) that the service was on IDLC. | |
| A coordinated Hot Cut is considered met when one of the following situation occurs: | |
| <div>1. All required cross-wiring work is completed at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the WSC/CLEC, and, if the number is being ported, FairPoint has sent the port activation notice to the Number Portability Administration Center (NPAC).</div> <div>2. Orders missed for customer reasons, where there is no FairPoint miss, will be counted as met once the cut-over is completed.</div> | |
| Note: If NPAC activation fails, for reasons outside FairPoint’s control, the hot cut is considered met. | |
| A coordinated Hot Cut is considered missed when one of the following occurs: | |
| <div>1. FairPoint premature disconnect called in by the CLEC to FairPoint’s Order Management Center (OMC) (refer to URL table in front of this section) (otherwise the disconnect would be captured as a Retail trouble).</div> <div>2. All required cross-wiring work was not done (<i>e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)</i>) due to a FairPoint reason (<i>e.g. Held For Cable, late turn-up, due date pushed out due to FairPoint action</i>)) or FairPoint fails to send the port activation to NPAC.</div> | |
| Exclusions: | |
| <div>• If a CLEC cancels an order before the start of a Hot Cut window and FairPoint performs the Hot Cut, this FairPoint error will result in a retail/ Resale/UNE-L trouble report and need not be reflected elsewhere.</div> | |
| For PR-9-08: | |
| <div>• Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer has reported a trouble.</div> | |
| Report Dimensions: | |
| Company: | Geography: |
| <div>• CLEC Aggregate</div> <div>• CLEC Specific</div> | <div>• State Specific</div> |
| Sub-Metrics: | |

| PR-9-01 % On Time Performance – Hot Cut | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within committed cutover window on DD. | | |
| <i>Denominator</i> | Number of Hot Cut (coordinated loop orders) completed. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |

| | | | |
|--------------|----------------------------------|-------------------------------|----------|
| PR-9-01-3520 | UNE 2-Wire Analog Loop - Hot Cut | ≥ 95% Completed within Window | Eligible |
|--------------|----------------------------------|-------------------------------|----------|

| PR-9-08 Average Duration of Hot Cut Installation Troubles | | | |
|--|---|---|----------------------------------|
| <i>Metric Type</i> | Average (Numerator/Denominator) | | |
| <i>Numerator</i> | The sum of the trouble clear date and time minus the trouble receipt date and time for Hot Cut Installation troubles found within the network (Disposition Codes 03, 04, and 05) closed within seven (7) calendar days of hot cut completion. | | |
| <i>Denominator</i> | Number of hot cut installation troubles found within the network (Disposition Codes 03, 04 and 05) closed within seven (7) days of hot cut completion. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| PR-9-08-3520 | UNE 2-Wire Analog Loop - Hot Cut | Parity with Retail POTS – New (N orders, T orders, and C orders with line counts greater than zero) | Eligible |

MAINTENANCE & REPAIR PERFORMANCE

(MR)

| | Function |
|------|---|
| MR-1 | Response Time OSS Maintenance Interface |
| MR-2 | Trouble Report Rate |
| MR-3 | Missed Repair Appointments |
| MR-4 | Trouble Duration Intervals |
| MR-5 | Repeat Troubles |

| | |
|--|---|
| Function: | |
| MR-1 Response Time OSS Maintenance Interface | |
| Definition: | |
| The MR-1 sub-metrics measure the system response time from receipt of a trouble transaction at FairPoint's VFO to issuance of a response from FairPoint's VFO. | |
| Note: Status troubles requesting a history are reported under MR-1-05, not MR-1-02. | |
| Exclusions: | |
| <ul style="list-style-type: none"> Trouble transactions received between 5:00 PM and 8:00 AM seven (7) days per week. | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | <ul style="list-style-type: none"> FairPoint NNE |
| Sub-Metrics: | |

| | | | |
|---|--|-----------------------------|----------------------------------|
| MR-1-01 Average Response Time – Create Trouble | | | |
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all Create Trouble transaction response times from the time transaction is received to the time a response is sent. | | |
| <i>Denominator</i> | Number of Create Trouble transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-1-01-6000 | VFO | ≤ 4.5 Seconds | Eligible |

| | | | |
|---|--|-----------------------------|----------------------------------|
| MR-1-02 Average Response Time – Status Trouble | | | |
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all Status Trouble transaction response times from the time transaction is received to the time a response is sent. | | |
| <i>Denominator</i> | Number of Status Trouble transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-1-02-6000 | VFO | ≤ 4.5 Seconds | Diagnostic |

| | | | |
|---|--|-----------------------------|----------------------------------|
| MR-1-03 Average Response Time – Modify Trouble | | | |
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all Modify Trouble transaction response times from the time transaction is received to the time a response is sent. | | |
| <i>Denominator</i> | Number of Modify Trouble transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-1-03-6000 | VFO | ≤ 4.5 Seconds | Diagnostic |

| | | | |
|--|--|-----------------------------|----------------------------------|
| MR-1-04 Average Response Time – Request Cancellation of Trouble | | | |
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all Cancel Trouble transaction response times from the time transaction is received to the time a response is sent. | | |
| <i>Denominator</i> | Number of Cancel Trouble transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-1-04-6000 | VFO | ≤ 4.5 Seconds | Diagnostic |

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|---|----------------------------------|
| MR-1-05 Average Response Time – Status & Trouble History | |
| <i>Metric Type</i> | Average. (Numerator/Denominator) |

| | | | |
|--------------------|--|-----------------------------|----------------------------------|
| <i>Numerator</i> | Sum of all Status and Trouble History transaction response times from the time transaction is received to the time a response is sent. | | |
| <i>Denominator</i> | Number of Trouble History transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-1-05-6000 | VFO | No Standard | Diagnostic |

| | | | |
|--------------------|--|-----------------------------|----------------------------------|
| MR-1-06 | Average Response Time – Test Trouble (Resale POTS Only) | | |
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of all Test Trouble transaction response times from the time transaction is received to the time a response is sent. | | |
| <i>Denominator</i> | Number of Trouble Test transactions. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-1-06-6000 | VFO | ≤ 90 Seconds | Eligible |

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|---|---|
| Function: | |
| MR-2 Trouble Report Rate | |
| Definition: | |
| The MR-2 sub-metrics measure the number of reported troubles found in FairPoint's network (Network Trouble) per 100 units in service. Network Trouble means a trouble where the first two characters of the Disposition Code are 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office). Troubles are reported in the month the trouble ticket is closed. | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disposition codes 0331 and 0332 (CPE). Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer has reported a trouble, Switch and Translation troubles from the Retail compare of MR-2-03 for UNE 2-Wire Analog, 2-Wire Digital and xDSL Loops, <p>Excluded from MR-2-02 and MR-2-03 for 2-Wire Digital and xDSL Loops:</p> <ul style="list-style-type: none"> Installation troubles reported in PR-6-01. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| MR-2-01 Network Trouble Report Rate | | | |
|--|--|--|----------------------------------|
| <i>Metric Type</i> | Ratio multiplied by 100 (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of trouble reports with found network troubles (Disposition codes 03, 04 and 05) for product group. | | |
| <i>Denominator</i> | Number of units in service for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-2-01-3200 | UNE Specials | No Standard | Diagnostic |
| MR-2-01-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Diagnostic |

| MR-2-02 Network Trouble Report Rate – Loop | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Ratio multiplied by 100 (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of loop trouble reports with found network troubles (Disposition Codes 03 and 04) for product group. | | |
| <i>Denominator</i> | Number of units in service for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-2-02-2000 | Resale | Parity with Retail POTS | Diagnostic |
| MR-2-02-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Diagnostic |
| MR-2-02-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Diagnostic |

| MR-2-03 Network Trouble Report Rate – Central Office | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Ratio multiplied by 100 (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Central Office trouble reports with found network troubles (Disposition Code 05) for product group. | | |
| <i>Denominator</i> | Number of units in service for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-2-03-2000 | Resale | Parity with Retail POTS | Diagnostic |

| | | | |
|--------------|---------------------------------|-------------------------|------------|
| MR-2-03-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Diagnostic |
| MR-2-03-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Diagnostic |

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| Function: | |
| MR-3 Missed Repair Appointments | |
| Definition: | |
| The MR-3 sub-metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Network Trouble means a trouble where the first two characters of the Disposition Code are 03 (Drop Wire), 04 (Cable) or 05 (Central Office). Troubles are reported in the month the trouble ticket is closed. | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disposition codes 0331 and 0332 (CPE). CLEC or end-user caused missed appointments or where required access was not available during appointment interval, Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer reported a trouble, Switch and Translation troubles from the Retail compare of MR-3-02 for UNE 2-Wire Analog Loop, UNE 2-Wire Digital and 2-Wire xDSL Loops. | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| | | | |
|---|--|-------------------------------------|----------------------------------|
| MR-3-01 % Missed Repair Appointment – Loop | | | |
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Loop troubles with found network trouble (Disposition Codes 03 and 04) where cleared time is after the committed time,) for product group. | | |
| <i>Denominator</i> | Number of Loop troubles (Disposition Codes 03 and 04) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-3-01-2010 | Resale Business | Parity with Retail POTS – Business | Eligible |
| MR-3-01-2120 | Resale POTS Residence | Parity with Retail POTS – Residence | Eligible |
| MR-3-01-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| MR-3-01-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |

| | | | |
|---|---|-------------------------------------|----------------------------------|
| MR-3-02 % Missed Repair Appointment – Central Office | | | |
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Central Office troubles with found network trouble (Disposition Code 05) where cleared time is after the committed time, for product group. | | |
| <i>Denominator</i> | Number of Central Office Troubles (Disposition Code 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-3-02-2010 | Resale Business | Parity with Retail POTS – Business | Eligible |
| MR-3-02-2120 | Resale POTS Residence | Parity with Retail POTS – Residence | Eligible |
| MR-3-02-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| MR-3-02-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |

| | |
|---|---|
| Function: | |
| MR-4 Trouble Duration Intervals | |
| Definition: | |
| <p>The MR-4 sub-metrics measure average network trouble duration intervals.</p> <p>Network Trouble means a trouble where the first two characters of the Disposition Code are 03 (Drop Wire), 04 (Cable) or 05 (Central Office). Troubles are reported in the month the trouble ticket is closed.</p> <p>For Retail POTS and Resale, trouble duration intervals are measured on a <i>running clock</i> (7 days X 24 hours) basis (i.e., clock does not stop until trouble is cleared). Run clock includes nights, weekends and holidays.</p> <p>For UNE 2-Wire Analog Loop, UNE 2-Wire Digital Loop and UNE 2-Wire xDSL Loop products, trouble duration intervals are measured on a limited <i>stop clock</i> basis. A limited <i>stop clock</i> is used when access to the customer premises, provided by the CLEC and its end user, is after the offered repair interval. For example, if customer premises access is not available on a weekend, the clock stops at 5:00 PM Friday, and resumes at 08:00 AM Monday. This applies to dispatch out tickets only.</p> <p>For Special Services and CLEC Trunks, trouble duration intervals are measured on a <i>stop clock</i> basis (e.g., the clock is stopped when CLEC testing is occurring, FairPoint is awaiting CLEC acceptance, or FairPoint is denied access or access is otherwise unavailable).</p> <p>MR-4-01, 4-02 and 4-03 measure the mean time to repair (MTTR) network troubles. MTTR is the average duration interval from the time a network trouble report is received to the time the network trouble is cleared.</p> <p>MR-4-04 measures the percent of troubles cleared within 24 hours of receipt of a trouble report.</p> <p>MR-4-05, 4-06, 4-07 and 4-08 measure the percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than 2, 4, 12, or 24 hours after receipt of trouble report. The OOS period commences when the trouble is logged into FairPoint's designated trouble management system (Remedy) after the trouble is entered via a trouble reporting interface (VFO).</p> <p>For POTS Services (Resale POTS and UNE 2-Wire Analog loops), OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called.</p> <p>For UNE 2-Wire Digital, 2-Wire xDSL, UNE Specials and CLEC Trunks, an OOS condition is defined as follows: Troubles where, in the initial contact with the CLEC/End User customer, it is determined that the circuit is completely OOS and not just an intermittent problem, and the trouble completion code indicated that a trouble was found within the FairPoint network.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disposition codes 0331 and 0332 (CPE). Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer reported a trouble, Switch and Translation troubles from the Retail compare of UNE 2-Wire Analog Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL Loop. <p>For troubles where a stop clock or limited stop clock is used:</p> <ul style="list-style-type: none"> The time period from when the stop clock is initiated until the time when the clock resumes. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| MR-4-01 Mean Time To Repair – Total | | | |
|--|--|-----------------------------|--------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for product group. | | |
| <i>Denominator</i> | Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance</i> |

| | | | |
|--------------|--------------|--|----------------------|
| | | | <i>Credit Status</i> |
| MR-4-01-3200 | UNE Specials | Parity with Retail Specials | Eligible |
| MR-4-01-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Eligible |

| MR-4-02 Mean Time To Repair – Loop Trouble | | | |
|---|---|-------------------------------------|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04) for product group. | | |
| <i>Denominator</i> | Number of Loop troubles (Disposition Codes 03 and 04) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-02-2010 | Resale Business | Parity with Retail POTS – Business | Eligible |
| MR-4-02-2120 | Resale POTS Residence | Parity with Retail POTS – Residence | Eligible |
| MR-4-02-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| MR-4-02-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |

| MR-4-03 Mean Time To Repair – Central Office Trouble | | | |
|---|---|-------------------------------------|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05) for product group. | | |
| <i>Denominator</i> | Number of Central Office troubles (Disposition Code 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-03-2010 | Resale Business | Parity with Retail POTS – Business | Eligible |
| MR-4-03-2120 | Resale POTS Residence | Parity with Retail POTS – Residence | Eligible |
| MR-4-03-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| MR-4-03-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |

| MR-4-04 % Cleared within 24 Hours | | | |
|--|---|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours (Disposition Codes 03, 04, and 05) for product group. | | |
| <i>Denominator</i> | Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-04-2000 | Resale | Diagnostic comparison to Retail POTS | Diagnostic |
| MR-4-04-3112 | UNE 2-Wire Analog Loop | Diagnostic comparison to Retail POTS | Diagnostic |
| MR-4-04-3200 | UNE Specials | Diagnostic comparison to Retail Specials | Diagnostic |
| MR-4-04-3343 | UNE 2-Wire Digital & xDSL Loops | Diagnostic comparison to Retail POTS | Diagnostic |
| MR-4-04-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

| MR-4-05 % Out of Service > 2 Hours | | | |
|--|---|--|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time (Disposition Codes 03, 04, and 05) is greater than two (2) hours for product group. | | |
| <i>Denominator</i> | Number of Total OOS trunk troubles (Disposition Codes 03, 04, and 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-05-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Eligible |

| MR-4-06 % Out of Service > 4 Hours | | | |
|--|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time (Disposition Codes 03, 04, and 05) is greater than four (4) hours. | | |
| <i>Denominator</i> | Number of OOS troubles ((Disposition Codes 03, 04, and 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-06-2010 | Resale Business | Diagnostic comparison to Retail POTS – Business | Diagnostic |
| MR-4-06-2120 | Resale POTS Residence | Diagnostic comparison to Retail POTS – Residence | Diagnostic |
| MR-4-06-3200 | UNE Specials | Parity with Retail Specials | Eligible |
| MR-4-06-5000 | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks | Diagnostic |

| MR-4-07 % Out of Service > 12 Hours | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time (Disposition Codes 03, 04, and 05) is greater than 12 hours for product group. | | |
| <i>Denominator</i> | Number of OOS troubles (Disposition Codes 03, 04, and 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-07-2010 | Resale Business | Parity with Retail POTS – Business | Eligible |
| MR-4-07-2120 | Resale POTS Residence | Diagnostic comparison to Retail POTS Residence | Diagnostic |
| MR-4-07-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| MR-4-07-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |
| MR-4-07-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

| MR-4-08 % Out of Service > 24 Hours | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time (Disposition Codes 03, 04, and 05) is greater than 24 hours for product group. | | |
| <i>Denominator</i> | Number of OOS troubles (Disposition Codes 03, 04, and 05) for product group. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-4-08-2010 | Resale Business | Parity with Retail POTS – Business | Diagnostic |
| MR-4-08-2120 | Resale POTS Residence | Parity with Retail POTS – Residence | Eligible |
| MR-4-08-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Diagnostic |
| MR-4-08-3200 | UNE Specials | Parity with Retail Specials | Diagnostic |
| MR-4-08-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Diagnostic |
| MR-4-08-5000 | CLEC Trunks | Diagnostic comparison to IXC Feature Group D Trunks | Diagnostic |

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|---|---|
| Function: | |
| MR-5 Repeat Troubles | |
| Definition: | |
| <p>The MR-5 sub-metrics measure the percent of troubles cleared that have an additional trouble cleared within 30 calendar days for which a network trouble (where the first two characters of the Disposition Code are 03, 04, or 05) is found.</p> <p>A found repeat trouble is defined as a network trouble (where the first two characters of the Disposition Code are 03, 04 or 05) on the same line/circuit/trunk as a previous trouble cleared within 30 calendar days to any Disposition Code other than a misdirected code (e.g., 1236 (dispatch out), 1238 (dispatch in), 1320 (no direction provided)) or a no access code (e.g., 0666, 0941, 1207, 1208, 1209, 1217, 1225, 1233, 1241, 1298).</p> <p>For MR-5-02, a no trouble found repeat trouble is defined as a network trouble (where the first two characters of the Disposition Code are 03, 04 or 05) on the same line/circuit as a previous trouble cleared within 30 calendar days to No Trouble Found (Disposition Codes 1231, 1232 or 1239 or where the first two characters are 07, 08 or 09.)</p> <p>The identification of a repeat trouble and the scoring (number of days since original report) is measured based on the Cleared Date of the original trouble report to the Cleared Date of the repeat trouble report.</p> <p>Troubles are reported in the month the trouble ticket is closed.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Disposition codes 0331 and 0332 (CPE), Troubles reported by FairPoint employees in the course of performing preventative maintenance, where no customer reported a trouble, Troubles that are reported as installation troubles in the PR-6 (% Installation Troubles Reported within 30 or 7 Days) metric. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| MR-5-01 % Repeat Reports within 30 Days | | | |
|--|--|--|----------------------------------|
| <i>Metric Type</i> | Ratio reported as Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of found repeat troubles closed within the calendar month. (denominator of MR-5-02) | | |
| <i>Denominator</i> | Total troubles closed (Disposition Codes 03, 04 and 05), within the calendar month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-5-01-2000 | Resale | Parity with Retail POTS | Eligible |
| MR-5-01-3112 | UNE 2-Wire Analog Loop | Parity with Retail POTS | Eligible |
| MR-5-01-3200 | UNE Specials | Parity with Retail Specials | Eligible |
| MR-5-01-3343 | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | Eligible |
| MR-5-01-5000 | CLEC Trunks | Parity with IXC Feature Group D Trunks | Eligible |

| MR-5-02 % Repeat Reports within 30 Days on No Trouble Found | | | |
|--|--|--------------------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of no trouble found repeat troubles closed within the calendar month. | | |
| <i>Denominator</i> | Number of found repeat troubles closed within the calendar month. (numerator of MR-5-01) | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| MR-5-02-2000 | Resale | Diagnostic Comparison to Retail POTS | Diagnostic |

| | | | |
|--------------|---------------------------------|--|------------|
| MR-5-02-3112 | UNE 2-Wire Analog Loop | Diagnostic Comparison to Retail POTS | Diagnostic |
| MR-5-02-3200 | UNE Specials | Diagnostic Comparison to Retail Specials | Diagnostic |
| MR-5-02-3343 | UNE 2-Wire Digital & xDSL Loops | Diagnostic Comparison to Retail POTS | Diagnostic |

NETWORK PERFORMANCE

(NP)

| | Function |
|------|------------------------------------|
| NP-1 | Percent Final Trunk Group Blockage |
| NP-2 | Collocation Performance |

| | |
|---|---|
| Function: | |
| NP-1 Percent Final Trunk Group Blockage | |
| Definition: | |
| <p>The NP-1 sub-metrics measure the percent of dedicated one-way Final Trunk Groups (FTGs) carrying traffic originating from FairPoint's tandem to a CLEC that exceed a measured blocking threshold of 2%. Trunk groups exceeding a measured 2% blocking threshold are considered blocked and require action to prevent future blocking. Monthly trunk blockage studies are based on a bouncing busy hour. The percentage of originating FTGs exceeding the measured 2% blocking threshold will be reported.</p> <p>The NP-1 sub-metrics include all one-way FTGs originating from FairPoint's tandem provisioned per CLEC request regardless of whether or not the CLEC utilizes the FTG.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> Trunks with maintenance usage/activity, Trunks blocked due to CLEC reasons (FairPoint will email the affected CLEC's designated contact of the following situations for blocked trunks. The notification states that FairPoint identified a blocked trunk group due to CLEC reasons and that the trunk group will be excluded from FairPoint performance. FairPoint will make the exclusion automatically, unless the CLEC responds back within two business days from the date the e-mail notification was sent with valid documentation that the information presented by FairPoint for the trunk group blockage is inaccurate), Trunks blocked due to CLEC network failure, Trunk groups designated as FTGs that actually overflow to another trunk group, Trunks blocked where CLEC has not responded/denied FairPoint request for augmentation, or where FairPoint's request is pending CLEC completion, Trunks blocked due to other CLEC trunk network rearrangements. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| NP-1-01 % Final Trunk Groups Exceeding Blocking Threshold | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of dedicated one-way Final Trunk Groups carrying originating traffic from FairPoint's tandem to a CLEC that exceed a 2% blocking threshold for one (1) month. | | |
| <i>Denominator</i> | Total number of dedicated one-way Final Trunk Groups carrying originating traffic from FairPoint's tandem to a CLEC. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-1-01-5100 | Final Trunk Groups | No Standard | Diagnostic |

| NP-1-02 % Final Trunk Groups Exceeding Blocking Threshold (No Exclusions) | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of dedicated one-way Final Trunk Groups carrying originating traffic from FairPoint's tandem to a CLEC that exceed a 2% blocking threshold. | | |
| <i>Denominator</i> | Total number of dedicated one-way Final Trunk Groups carrying originating traffic from FairPoint's tandem to a CLEC. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-1-02-5100 | Final Trunk Groups | No Standard | Diagnostic |

| NP-1-03 Number Final Trunk Groups Exceeding Blocking Threshold –2 Months | |
|---|---|
| <i>Metric Type</i> | Data Value |
| <i>Data Value</i> | Number of dedicated one-way Final Trunk Groups carrying originating traffic from FairPoint's tandem to a CLEC that exceed a 2% blocking threshold for two (2) consecutive months. |

| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
|-----------------|----------------------|-----------------------------|----------------------------------|
| NP-1-03-5100 | Final Trunk Groups | No Standard | Diagnostic |

| NP-1-04 Number Final Trunk Groups Exceeding Blocking Threshold –3 Months | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Number of dedicated one-way Final Trunk Groups carrying originating traffic from FairPoint's tandem to a CLEC that exceed a 2% blocking threshold for three (3) consecutive months. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-1-04-5100 | Final Trunk Groups | No Standard | Diagnostic |

| | |
|--|---|
| Function: | |
| NP-2 Collocation Performance | |
| Definition: | |
| <p>The NP-2 sub-metrics measure the timeliness of processing collocation applications and provisioning arrangements for physical and virtual collocation arrangement products ordered and provisioned via FairPoint's state tariffs and virtual collocation arrangement products ordered and provisioned via FairPoint's federal tariff. Products included are new arrangements and augments to existing arrangements where FairPoint is required to perform work to add capacity for space, cable termination or DC power. Both state and federal collocation arrangements are provisioned in accordance with the completion intervals listed in the state tariff.</p> <p>The collocation application date is the date a valid service request is received. A valid service request is a complete and accurate collocation service request that is populated in accordance with the collocation application instructions and includes the collocation application fee, if applicable (refer to URL table in front of this section). Application responses are reported in the month the response is sent.</p> <p>The collocation completion date is the date FairPoint advises the CLEC that all work on the collocation arrangement has been completed, the arrangement is suitable for use by the CLEC and the cable assignment information (CFA) necessary to use the facility has been provided to the CLEC.</p> <p>CLECs shall have 5 business days after completion advisement to inspect a completed arrangement and notify FairPoint that the arrangement is not suitable for use by the CLEC. Absent CLEC notification within the 5 business day period that an arrangement is not suitable for use, the arrangement will be considered accepted for metric reporting purposes. Should FairPoint concur that an arrangement is not suitable for use the clock will be restarted effective on the date the CLEC notified FairPoint, and the measured completion interval will be extended until the date FairPoint advises the CLEC that all work is completed. Collocation arrangement completions are reported in the month the arrangement is considered accepted.</p> <p>If a CLEC delays the collocation installation, the collocation due date is extended by the same number of days as the CLEC-caused delay.</p> <p>FairPoint and the CLECs may negotiate shorter or longer due date (DD) intervals after FairPoint completes an initial space assessment and determination of the collocation request. In these cases, the NP-2 % On-time sub-metrics measure whether or not FairPoint met the negotiated due date. The negotiated due date is documented on the initial response form. If FairPoint is not able to provide a due date on the initial response form due to space not being immediately available to accommodate the CLEC request, but space is pending, FairPoint will confirm the negotiated due date via a subsequent letter to the CLEC, rather than reject the request.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> None. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| NP-2-01 % On Time Response to Request for Collocation | | | |
|--|--|------------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of requests for Collocation arrangements where response date and time minus application date and time is less than or equal to 7 business days. | | |
| <i>Denominator</i> | Number of requests for Collocation where response was sent in report period. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-2-01-6701 | Collocation - New | ≥ 95% within 7 Business Days | Eligible |
| NP-2-01-6702 | Collocation - Augment | ≥ 95% within 7 Business Days | Eligible |

| NP-2-05 % On Time – Physical Collocation | | | |
|---|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Physical Collocation arrangements completed on or before DD. | | |
| <i>Denominator</i> | Number of Physical Collocation arrangements completed in report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-2-05-6701 | Collocation - New | ≥ 95% on or before DD | Eligible |
| NP-2-05-6702 | Collocation - Augment | ≥ 95% on or before DD | Eligible |

| NP-2-06 % On Time – Virtual Collocation | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Virtual Collocation arrangements completed on or before DD. | | |
| <i>Denominator</i> | Number of Virtual Collocation arrangements completed in report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-2-06-6701 | Collocation - New | ≥ 95% on or before DD | Eligible |
| NP-2-06-6702 | Collocation - Augment | ≥ 95% on or before DD | Eligible |

| NP-2-07 Total Delay Days – Physical Collocation | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Sum of completion date minus DD counted in business days for all missed Physical Collocation arrangements. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-2-07-6701 | Collocation - New | 0 (zero) Days | Eligible |
| NP-2-07-6702 | Collocation - Augment | 0 (zero) Days | Eligible |

| NP-2-08 Total Delay Days – Virtual Collocation | | | |
|---|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Data Value | | |
| <i>Data Value</i> | Sum of completion date minus DD counted in business days for missed Virtual Collocation arrangements. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| NP-2-08-6701 | Collocation - New | 0 (zero) Days | Eligible |
| NP-2-08-6702 | Collocation - Augment | 0 (zero) Days | Eligible |

BILLING PERFORMANCE

(BI)

Function

| | |
|------|--|
| BI-1 | Timeliness of Daily Usage Feed |
| BI-2 | Timeliness of Carrier Bill |
| BI-3 | Billing Accuracy and Claims Processing |
| BI-9 | Billing Completeness |

| | |
|--|---|
| Function: | |
| BI-1 Timeliness of Daily Usage Feed | |
| Definition: | |
| The BI-1 metric measures the percentage of usage records on the Daily Usage Feed (DUF) sent to the CLEC within four (4) calendar days of message creation. The DUF is considered sent when it is posted to the FairPoint designated portal or transmitted to the CLEC. | |
| Exclusions: | |
| <ul style="list-style-type: none"> None. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metric: | |

| | | | |
|--|---|-----------------------------|----------------------------------|
| BI-1-02 % DUF in 4 Calendar Days | | | |
| <i>Metric Type</i> | <i>Percent. (Numerator/Denominator x 100)</i> | | |
| <i>Numerator</i> | Number of usage records on daily usage feed processed during month, where the difference between current date and call date is four (4) days or less. | | |
| <i>Denominator</i> | Number of Usage Records on DUF processed during month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-1-02-2000 | Resale | ≥ 95% | Diagnostic |

| | |
|---|---|
| Function: | |
| BI-2 Timeliness of CLEC Bill | |
| Definition: | |
| The BI-2 sub-metric measures the percent of Resale/UNE bills distributed to CLECs within 10 business days of the bill date specified on the CLEC bill. Resale/UNE bills are posted to the FairPoint designated portal (in bdt format) or distributed to the CLEC via paper or electronic format, based on the CLEC Profile. | |
| Exclusions: | |
| <ul style="list-style-type: none"> None. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metric: | |

| | | | |
|--|--|-------------------------------|----------------------------------|
| BI-2-01 Timeliness of CLEC Bill | | | |
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of Resale/UNE bills distributed to CLEC within 10 business days of bill date. | | |
| <i>Denominator</i> | Number of CLEC Resale/UNE Bills distributed. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-2-01-1000 | Resale & UNE | ≥ 98% within 10 Business Days | Diagnostic |

| | |
|---|--|
| Function: | |
| BI-3 Billing Accuracy & Claims Processing | |
| Definition: | |
| <p>The BI-3 sub-metrics measure the timeliness of FairPoint's acknowledgement and resolution of CLEC billing claims. These sub-metrics measure claims pertaining to the CLEC's local Resale/UNE bill of record. CLEC claims submitted within 60 calendar days of the bill date are included.</p> <p>Business hours for receipt of billing claims and transmission of responses are Monday through Friday, between 8:00 AM and 5:00 PM, excluding FairPoint observed holidays. CLEC claims for billing errors received by FairPoint, or FairPoint responses sent to CLECs, outside of these business hours, are considered received/sent at 8:00 AM on the next business day. Only claims uploaded directly by a CLEC to FairPoint's wholesale claim processing system or submitted via e-mail to FairPoint's wholesale bill claim center are included in the BI-3 metric calculations.</p> <p>Acknowledgment</p> <ul style="list-style-type: none"> Acknowledgement is defined as the transmission of an email message acknowledging receipt of the claim with required information, or informing the CLEC that the claim cannot be processed, sent to the e-mail address from which the CLEC sent the claim or the e-mail address specified by the CLEC. The message will contain both the FairPoint claim number and the associated CLEC claim number (when provided by the CLEC). Day of receipt shall be considered Day zero (0). Date/time the Acknowledgement message is sent shall be considered the Acknowledgement time of record. <p>Resolution</p> <ul style="list-style-type: none"> A claim is considered "resolved" when FairPoint transmits an e-mail to the e-mail address from which the CLEC sent the claim or the e-mail address specified by the CLEC that either: 1) denies the claim, 2) grants the claim or 3) denies the claim in part and grants the claim in part. Day of acknowledgement of a billing claim shall be considered Day "0." Day claim resolution is transmitted to the CLEC shall be considered the resolution date. If the 28th calendar day falls on a weekend or FairPoint Holiday, claim resolution will be considered timely if returned on the next business day. <p>Scope</p> <ul style="list-style-type: none"> For each Resale/UNE master billing account number (BAN), each bill line/TN/circuit item identified by the CLEC will count as a separate claim. There is no limitation on the number of claims by BAN. <p>Note: Sub-metric BI-3-08 is reported on a two (2) month delayed basis (e.g., if report month is March, data month is January).</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> CLEC claims for PAP/WPP performance credits, Claims not uploaded or not submitted via email to FairPoint's wholesale billing claims center. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific | Geography: <ul style="list-style-type: none"> State Specific |
| Sub-Metrics: | |

| BI-3-04 % CLEC Billing Claims Acknowledged within 2 Business Days of Receipt | | | |
|---|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of billing claims acknowledged within two business days of receipt. | | |
| <i>Denominator</i> | Total number of billing claims acknowledged in report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-3-04-1000 | Resale & UNE | ≥ 95% | Eligible |

| BI-3-05 % CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement | | | |
|--|---|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of billing claims where the resolution was resolved within 28 calendar days after acknowledgement. | | |
| <i>Denominator</i> | Total number of billing claims where the resolution was transmitted to the CLEC in the report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-3-05-1000 | Resale & UNE | ≥ 95% | Eligible |

| BI-3-07 % Full or Partial Denials | | | |
|---|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of claims in report month for which the FairPoint resolution is a full or partial denial. | | |
| <i>Denominator</i> | Total number of claims resolved in report month. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-3-07-1000 | Resale & UNE | No Standard | Diagnostic |

| BI-3-08 % CLEC Billing Claim Adjustments Appearing on the Bill within 45 Calendar Days | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Number of resolved billing claims in the data month where the adjustment has appeared on a bill in 45 or less days from the resolution date. | | |
| <i>Denominator</i> | Total number of resolved billing claims in the data month where adjustment is granted. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-3-08-1000 | Resale & UNE | ≥ 97.5% | Eligible |

| | |
|---|--|
| Function: | |
| BI-9 Billing Completeness | |
| Definition: | |
| <p>The BI-9 metric captures the completeness of the absolute value of the FairPoint debit and credit charges shown on the CLEC Resale/UNE bill of record (issued during the reporting month.)</p> <p>Billing adjustments (i.e. rate changes, rate restructures) as a result of a regulatory order (including but not limited to retroactive regulatory orders) are considered timely if billed within twelve billing cycles from the date the order is effective, unless otherwise ordered.</p> | |
| Exclusions: | |
| <ul style="list-style-type: none"> • PAP/WPP Performance Credits, • Charges attributable to fraud, • Charges delayed by a third party carrier (e.g., meet point billing), • Account charges written-off for bill closure, • Balance transfers. | |
| Report Dimensions: | |
| Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific | Geography: <ul style="list-style-type: none"> • FairPoint NNE • State Specific |
| Sub-Metric: | |

| BI-9-01 % Billing Completeness in 12 Billing Cycles | | | |
|--|--|-----------------------------|----------------------------------|
| <i>Metric Type</i> | Percent. (Numerator/Denominator x 100) | | |
| <i>Numerator</i> | Absolute value of debit and credit charges shown on the current bill that were incurred in the last twelve billing cycles. | | |
| <i>Denominator</i> | Absolute value of debit and credit charges shown on the current bill. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| BI-9-01-1000 | Resale & UNE | ≥ 96% | Eligible |

OPERATOR SERVICES & DIRECTORY ASSISTANCE

(OD)

| | |
|------|---|
| OD-1 | Function Operator Services/Directory Assistance – Speed of Answer |
|------|---|

| | |
|--|---|
| Function: | |
| OD-1 Operator Services – Speed of Answer | |
| Definition: | |
| The OD-1 sub-metrics measure the average answer times of Operator Services – Call Completion calls and Operator Services - Directory Assistance calls. Answer times are reported in seconds. | |
| Exclusions: | |
| <ul style="list-style-type: none"> None. | |
| Report Dimensions: | |
| Company: | Geography: |
| <ul style="list-style-type: none"> CLEC Aggregate | <ul style="list-style-type: none"> FairPoint NNE |
| Sub-Metrics: | |

| OD-1-01 Average Speed of Answer –Call Completion | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator. | | |
| <i>Denominator</i> | Number of Calls Answered. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OD-1-01-1021 | Operator Services | Diagnostic comparison to retail. No Stat. Score | Diagnostic |

| OD-1-02 Average Speed of Answer – Directory Assistance | | | |
|---|--|---|----------------------------------|
| <i>Metric Type</i> | Average. (Numerator/Denominator) | | |
| <i>Numerator</i> | Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator. | | |
| <i>Denominator</i> | Number of Calls Answered. | | |
| <i>Metric #</i> | <i>Product Title</i> | <i>Performance Standard</i> | <i>Performance Credit Status</i> |
| OD-1-02-1021 | Operator Services | Diagnostic comparison to retail. No Stat. Score | Diagnostic |

APPENDICES

| | |
|-------------|--|
| Appendix 1: | Statistical Methodologies for Parity Measures |
| Appendix 2: | Small Sample Size Methodology for Benchmark Measures |
| Appendix 3: | Special Project Handling |
| Appendix 4: | Metrics Subject to Performance Credits |
| Appendix 5: | Diagnostic Metrics |
| Appendix 6: | Sample Report |
| Appendix 7: | Glossary |

APPENDIX 1

Statistical Methodology for Parity Measures

Appendix 1

Statistical Metrics Evaluation Procedures for Parity Measures

Statistical evaluation is used here as a tool to assess whether FairPoint NNE's wholesale service performance to CLECs is at least equal in quality to the service performance FairPoint (ILEC) provides to itself (i.e., parity). Performance measures that have a parity standard are metrics where both FairPoint's local wholesale service (CLEC) and FairPoint's retail service (ILEC) performance are reported.¹⁶

A. Statistical Framework

The statistical tests of the null hypothesis of parity against the alternative hypothesis of non-parity defined in this Appendix use ILEC and CLEC observational data. The ILEC and CLEC observations for each month are treated as random samples drawn from operational processes that run over multiple months. The null hypothesis is that the CLEC performance is at least equal to or better than the ILEC performance.

Statistical tests should be performed under the following conditions.

- 1) The data are reasonably free of measurement/reporting error.
- 2) The ILEC to CLEC comparisons are reasonably like to like.
- 3) The minimum sample size requirement for statistical testing is met. (addressed in Section B)
- 4) The observations are independent. (addressed in Section D)

These conditions are presumed to be met until contrary evidence indicates otherwise.

B. Sample Size Requirements

The assumptions that underlie the statistical models of the WPP include the requirement that the two groups of data are comparable. With larger sample sizes, random factors affecting measured performance are more likely to average out. With smaller sample sizes, the characteristics of the sample may not reasonably represent those of the population. Statistical analysis is performed only if the sample size is sufficiently large to minimize the violations of the assumptions underlying the statistical model.

The following sample size requirements are used in this Plan when evaluating performance for parity metrics. The statistical tests defined in this Appendix are performed under the following conditions:

- If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.*
- If there are only 7 of one, the other must be at least 18.*
- If there are only 8 of one, the other must be at least 14.*

¹⁶

Section 251(c)(2)(C) of the Telecommunications Act of 1996 states that facilities should be provided to CLECs on a basis "that is at least equal in quality to that provided by the local exchange carrier to itself." Paragraph 3 of Appendix B of FCC Memorandum Opinion and Order in CC Docket No. 99-295 *In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act To Provide In-Region, InterLATA Service in the State of New York*, adopted on December 21, 1999 (FCC 99-404) states, "Statistical tests can be used as a tool in determining whether a difference in the measured values of two metrics means that the metrics probably measure two different processes, or instead that the two measurements are likely to have been produced by the same process."

*If there are only 9 of one, the other must be at least 12.
Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.*

When a parity metric comparison does not meet the above sample size criteria, a statistical score (Z score equivalent) will not be reported, but rather an “SS” (for Small Sample) will be recorded in the statistical score column; however, the means (or proportions), number of observations and standard deviations (for means only) will be reported.

Exceptions: The above small sample requirements do not apply to parity metrics excluded from the application of small sample rules (as identified in Appendix 4 and parity metrics with small sample rule “3 months Roll Up” (as identified in Appendix 4).

C. Statistical Testing Procedures

Parity metric measurements that meet the sample size criteria in Section B will be evaluated according to the statistical test procedures defined below. These procedures test the null hypothesis that FairPoint NNE’s wholesale performance is at parity (at least equal to or better than FairPoint NNE’s retail performance) against the alternative hypothesis of no parity (that FairPoint NNE’s wholesale performance is worse than FairPoint NNE’s retail performance.)

Exception: For parity metrics for which the small sample rules do not apply (as identified in Appendix 4), if the sample size is insufficient for statistical testing but there is activity in retail (“ILEC activity”), performance will be evaluated based on a straight (not involving statistical procedures) comparison to retail performance to determine met or miss. In addition, for parity metrics identified as having small sample rule “3 months Roll Up” in Appendix 4, the following procedures apply:

- for each of the metrics with parity standards identified as having small sample rule “3 months Roll Up,” FairPoint will combine and report the numerator values and the denominator values as the sum of the three states for the ILEC and CLEC, respectively.
- If, after combining the values from the three states, there is insufficient sample size for statistical testing (ILEC or CLEC) but there is ILEC and CLEC activity, CLEC performance will be determined based on a straight comparison to ILEC performance to determine whether CLEC performance is a met or miss.
- If there is CLEC activity but no ILEC activity after combining the values from the three states, FairPoint will roll up the results for three months (i.e., 3 states across 3 months – the current month and the two previous months) and then do a straight comparison to ILEC performance to determine CLEC met or miss performance.
- If there is still no ILEC activity after rolling up results over the three states and three months, CLEC results will be reported as “SS”.

C.1. Statistical Testing for the Metrics of Averages (i.e., metrics of intervals, such as mean time to repair or average delay days):

The one-tailed permutation test is used to evaluate performance on the Average parity metrics – metrics for which performance is measured as an “average” (also referred to here as a “mean.”) Its general logic is as follows:

Combine the ILEC and CLEC observations into one group, where the total number of observations is $n_{ilec} + n_{clec}$. Take a sufficiently large number of random samples of size n_{clec} (e.g., 500,000). Record the mean of each re-sample of size n_{clec} . Sort the re-sampled means from best to worst (left to right) and compare where on the distribution of re-sampled means the original CLEC mean is located. If 5% or less of the means lie to the right of the reported CLEC mean, then reject the null hypothesis that the original CLEC sample and the original ILEC sample came from the same population.

If the null hypothesis is correct, a permutation test yields a probability value (*p value*) representing the probability that the difference (or larger) in the ILEC and CLEC sample means is due to random variation.

Permutation test's *p values* are transformed into "Z score equivalents." These "Z score equivalents" refer to the standard normal Z score that has the same probability as the p-values from the permutation test. Specifically, this statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the probability of seeing the reported CLEC mean, or worse, in the distribution of re-sampled permutation test means. A Z score of less than or equal to -1.645 occurs at most 5% of the time under the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean. A Z score greater than -1.645 (p-value greater than 5%) supports the belief that the CLEC mean is at least equal to or better than the ILEC mean. For reporting purposes, Z score equivalents equal to or greater than 5.0000 are displayed on monthly reports as 5.0000. Similarly, values for Z statistics equal to or less than -5.0000 are displayed as -5.0000 .

The following steps are involved in the permutation test procedure:

1. Compute and store the mean for the original CLEC data set.
2. Combine the ILEC and CLEC data to form one data set.
3. Draw a random sample without replacement of size n_{clec} (sample size of original CLEC data) from the combined data set.
 - a) Compute the test statistic (re-sampled CLEC mean).
 - b) Store the new value of test statistic for comparison with the value obtained from the original observations.
 - c) Recombine the data set.
4. Repeat Step 3 enough times such that if the test were re-run many times the results would not vary at or before the fourth decimal place of the reported Z score equivalent (e.g., draw 500,000 re-samples per Step 3).
5. Sort the CLEC means created and stored in Step 3 and Step 4 in ascending order (CLEC means from best to worst).
6. Determine where the original CLEC sample mean is located relative to the collection of re-sampled CLEC sample means. Specifically, compute the percentile of the original CLEC sample mean.
7. Reject the null hypothesis if the percentile of the test statistic (original CLEC mean) for the observations is less than .05 (5%). That is, if 95% or more of the re-sampled CLEC means are better than the original CLEC sample mean, then reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean. Otherwise, the data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
8. Generate the WMP Report "Z Score Equivalent," known in this document as the standard normal Z score that has the same percentile as the test statistic.

C.2. Statistical Testing for Metrics of Percentages:

A hypergeometric distribution based procedure (a.k.a., Fisher's Exact test) is used to evaluate performance for percentage metrics (also referred to as "counted" metrics since the performance is measured in terms of counts of success and failure). Using sample data, the hypergeometric distribution estimates the probability (*p value*) of seeing **at least** the number of failures found in the CLEC sample. In turn, this probability is converted to a Z score equivalent using the inverse of the standard normal cumulative distribution.

The hypergeometric distribution is as follows:

$$p\ value = 1 - \left\{ \sum_{i=\max(0, \{[n_{ilec} p_{ilec} + n_{clec} p_{clec}] - [n_{clec} + n_{ilec}] \})}^{n_{clec} p_{clec} - 1} \frac{\binom{[n_{clec} p_{clec} + n_{ilec} p_{ilec}]}{i} \binom{[n_{clec} + n_{ilec}] - [n_{clec} p_{clec} + n_{ilec} p_{ilec}]}{n_{clec} - i}}{\binom{[n_{clec} + n_{ilec}]}{n_{clec}}} \right\}$$

Where:

$p\ value$ = the probability that the difference in the ILEC and CLEC sample proportions could have arisen from random variation, assuming the null hypothesis

n_{clec} and n_{ilec} = the CLEC and ILEC sample sizes (i.e., number of failures + number of successes)

p_{clec} and p_{ilec} = the proportions of CLEC and ILEC failed performance.

As an example, a percentage metric measured at 10% translates to a 0.10 proportion = number of failures / (number of failures + number of successes)

Either of the following two equations can be used to implement a hypergeometric distribution-based procedure:

The probability of observing **exactly** f_{clec} failures is given by:

$$\Pr(i = f_{clec}) = \frac{\binom{(f_{clec} + f_{ilec})}{f_{clec}} \binom{(n_{clec} + n_{ilec}) - (f_{clec} + f_{ilec})}{n_{clec} - f_{clec}}}{\binom{(n_{clec} + n_{ilec})}{n_{clec}}}$$

Where:

f_{clec} = CLEC failures in the sample (= $n_{clec} p_{clec}$)

f_{ilec} = ILEC failures in the sample (= $n_{ilec} p_{ilec}$)

n_{clec} = size of the CLEC sample

n_{ilec} = size of the ILEC sample

Alternatively, the probability of observing **exactly** f_{clec} failures is given by:

$$\Pr(i = f_{clec}) = \frac{n_{clec}! n_{ilec}! f_{total}! s_{total}!}{(n_{clec} + n_{ilec})! f_{clec}! (n_{clec} - f_{clec})! (f_{total} - f_{clec})! (n_{ilec} - f_{total} + f_{clec})!}$$

Where:

s_{clec} = the number of CLEC successes in the sample (= $n_{clec} (1 - p_{clec})$)

s_{ilec} = the number of ILEC successes in the sample (= $n_{ilec} (1 - p_{ilec})$)

$f_{total} \equiv f_{clec} + f_{ilec}$

$s_{total} \equiv s_{clec} + s_{ilec}$

The probability of observing f_{clec} **or more** failures [$Pr(i \geq f_{clec})$] is calculated according to the following steps:

1. Calculate the probability of observing exactly f_{clec} using either of the equations above.
2. Calculate the probability of observing all more extreme frequencies than $i = f_{clec}$, conditional on the
 - a. total number of successes (S_{total}),
 - b. total number of failures (f_{total}),
 - c. total number of CLEC observations (n_{clec}), and the
 - d. total number of ILEC observations (n_{ilec}) remaining fixed.
3. Sum up all of the probabilities for $Pr(i \geq f_{clec})$ to calculate the probability of observing the number of failures equal to or greater than f_{clec} .
4. If that value is less than or equal to 0.05, then the null hypothesis of parity is rejected.
5. Convert the probability $Pr(i \geq f_{clec})$ into the Z score by using standard normal cumulative distribution.

APPENDIX 2

Small Sample Size Methodology for Benchmark Measures

Appendix 2

Sample Size Scoring Procedures for Percentage Metrics with Benchmark Standards

A. Allowable Misses:

For percent metrics with benchmark standards, it is possible to have small sample sizes, such that just a single missed transaction within a report period can cause the measure to miss its benchmark. The plan recognizes that without an allowance for a single miss, the plan would effectively require perfection to avoid bill credits, which would be above the designated benchmark for the measure. Thus a "Met" will be assigned in any single miss situations as specified by the criteria below.

For percent metrics where higher performance is better ("HIB"), e.g., 95% on-time, or a 0.95 standard: - for any HIB counted variable metric where $n < \{1/[1-\text{standard}]\}$, (for example, for a 95% standard, $n < (1/[1-0.95])$ or $n < 20$)

0 misses is a Met performance score

1 miss is a Met performance score

more than 1 miss is a Miss performance score

For percent metrics where lower performance is better ("LIB"), e.g., 5% missed appts, or a 0.05 standard:

- for any LIB counted variable metric where $n < \{1/[\text{standard}]\}$, (for example, for a 5% standard, $n < (1/0.05)$ or $n < 20$)

0 misses is a Met performance score

1 miss is a Met performance score

more than 1 miss is a Miss performance score

Exception 1: PR-4-15-5000, FairPoint shall combine and report the CLEC volumes as a three state (ME, NH & VT) total. If, after combining the three states, there is insufficient sample size FairPoint will roll up the results for three months (i.e., 3 states across 3 months – the current month and the two previous months) and if there is CLEC activity, do a straight comparison to the benchmark to determine met or miss performance.

Exception 2: A number of benchmark metrics (as specified in Appendix4) are excluded from the above described small sample size rules. For these metrics, 1 miss is a Miss performance score.

Examples of what should be reported in the performance scores column for measures with different benchmark standards are shown in the tables below for different combinations of misses and sample sizes:

Metrics with a $\geq 95\%$ or a $\leq 5\%$ Standard:

Appendix 2 – Table 1

| Sample Size | Number of Misses | | | |
|-------------|------------------|-----|------|-----------|
| | 0 | 1 | 2 | 3 or more |
| 1 | Met | Met | NA | NA |
| 2 | Met | Met | Miss | NA |
| 3 to 19 | Met | Met | Miss | Miss |

PO-1-08: ($\leq 0.33\%$ Standard)

Appendix 2 – Table 2

| Sample Size | Number of Misses | | | |
|-------------|------------------|-----|------|-----------|
| | 0 | 1 | 2 | 3 or more |
| | Met | Met | NA | NA |
| | Met | Met | Miss | NA |
| 3 to 302 | Met | Met | Miss | Miss |

PR-6-02: ($\leq 2\%$ Standard)

Appendix 2 – Table 3

| Sample Size | Number of Misses | | | |
|-------------|------------------|-----|------|-----------|
| | 0 | 1 | 2 | 3 or more |
| | Met | Met | NA | NA |
| | Met | Met | Miss | NA |
| 3 to 49 | Met | Met | Miss | Miss |

BI-3-08: ($\geq 97.5\%$ Standard)

Appendix 2 – Table 4

| Sample Size | Number of Misses | | | |
|-------------|------------------|-----|------|-----------|
| | 0 | 1 | 2 | 3 or more |
| | Met | Met | NA | NA |
| | Met | Met | Miss | NA |
| 3 to 39 | Met | Met | Miss | Miss |

OR-4-17: ($\geq 95.5\%$ Standard)

Appendix 2 – Table 5

| Sample Size | Number of Misses | | | |
|-------------|------------------|-----|------|-----------|
| | 0 | 1 | 2 | 3 or more |
| | Met | Met | NA | NA |
| | Met | Met | Miss | NA |
| 3 to 21 | Met | Met | Miss | Miss |

BI-9-1000: ($\geq 96\%$ Standard)

Appendix 2 – Table 6

| Sample Size | Number of Misses | | | |
|-------------|------------------|-----|------|-----------|
| | 0 | 1 | 2 | 3 or more |
| | Met | Met | NA | NA |
| | Met | Met | Miss | NA |
| 3 to 24 | Met | Met | Miss | Miss |

APPENDIX 3

Projects Requiring Special Handling

Appendix 3

Projects Requiring Special Handling

A CLEC may request or FairPoint may recommend special handling of non-standard or large-volume orders, or orders for government, hospital, emergency agencies or other sensitive customers, that require dedicated resources and detailed coordination between FairPoint and the CLEC. This special handling and coordination enables FairPoint and a CLEC to cooperatively plan and manage the ordering and provisioning of such orders. Business-to-business procedures for designating projects for special handling may be found on FairPoint's wholesale website at:
http://www.fairpoint.com/document/Special%20Project%20Guidelines%2001-11-2012_tcm12-16478.pdf.

Projects subject to special handling are designated as a "special project." The Purchase Order Numbers (PONs) associated with the special project are referred to as "special project PONs."

Upon agreement of FairPoint and the CLEC that the work will be handled as a special project, FairPoint will provide the CLEC a waiver request template. The CLEC shall complete and return the written waiver to FairPoint, specifying, among other things, the special project PONs or unique PON identifier, project start and end dates, ACNA, state, and the metrics from which the special project PONs will be excluded.

FairPoint will exclude special project PONs from the metrics shown in Table A. Table B lists other metrics that may be excluded when circumstances warrant. FairPoint will alert the CLEC of impacted Table B metrics as soon as possible in the project planning process.

TABLE A

| <i>Metric #</i> | <i>Metric Name</i> | <i>Reason for exclusion</i> |
|-------------------------------|--|---|
| OR-1 except for OR-1-02 | Order Confirmation Timeliness | Special project orders require extra time and resources to manually coordinate order activity, process orders, and negotiate due dates. |
| OR-2 except for OR-2-02 | Reject Timeliness | Special project orders require extra time and resources to manually coordinate order activity, process orders, and negotiate due dates. |
| PR-1 | Average Interval Offered | Special project orders have non-standard due-date intervals. |
| PR-3 | Percent of Orders Completed within Specified number of Bus. Days | Special project orders have non-standard due-date intervals. |
| PR-4-16 | % Directory Data Base Updates Completed On Time | Special project orders for directory listings do not generate individual directory listing orders in M6. |

TABLE B

| <i>Metric #</i> | <i>Metric Name</i> | <i>Reason for exclusion</i> |
|-----------------|--|---|
| OR-4 | Timeliness of Completion Notification | If the unique circumstances of the special project or account will cause the completion notifications to be delayed the orders will be excluded from relevant OR-4 metrics. |
| OR-5 | Percent Flow-through LSRC | Special project orders for products that are designed to flow-through, that fall out for special handling, will be excluded. |
| PR-6-02 | Percent Installation Troubles Reported within 7 Days | Special project hot cut orders will be excluded when cooperative testing will not occur |

Should FairPoint and the CLEC not agree upon the terms of the special project, including the metrics to be excluded, the project will not receive special handling and normal business practices will be followed.

APPENDIX 4

Metrics Subject to Performance Credits

Appendix 4:

Metrics subject to Performance Credits

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|--------------|--|-----------------------------------|--|---------------------------|---------------------------------------|---|----------------------------|
| PO-1-01-6040 | Average Response Time - CSR | XML | ≤ 4.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| PO-1-01-6050 | Average Response Time - CSR | WEB GUI | ≤ 6.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| PO-1-03-6040 | Average Response Time - Address Validation | XML | ≤ 4.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| PO-1-03-6050 | Average Response Time - Address Validation | WEB GUI | ≤ 7.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| PO-1-06-6040 | Average Response Time - Mech. Loop Qualification | XML | ≤ 4.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| PO-1-06-6050 | Average Response Time - Mech. Loop Qualification | WEB GUI | ≤ 6.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| PO-1-08-6040 | % Timeouts | XML | ≤ 0.33% | B (NOTE 1) | No | \$5.00 | 1 (200% std) |
| PO-1-08-6050 | % Timeouts | WEB GUI | ≤ 0.33% | B (NOTE 1) | No | \$5.00 | 1 (200% std) |
| PO-2-02-6000 | OSS Interface Availability - Prime Time | VFO | ≥ 99.5% | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-4-01-6660 | % Change Management Notices Sent on Time | Change Notices (types 3, 4 and 5) | ≥ 95% | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-4-01-6671 | % Change Management Notices Sent on Time | Change Notices (types 1 and 2) | ≥ 95% | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-4-03-6600 | Change Management Notices - Delay ≥ 8 Days | Change Notices all types | 0 (zero) Notices ≥ 8 Days | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-6-01-6000 | Software Validation | VFO | ≤ 5% Failed Transactions | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-7-01-6000 | % Production Software Referrals Resolved On Time | VFO | ≥ 95% within 48 Hours/10 Business Days | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-7-02-6000 | Delay Hours Production Software Resolution - Change - Transactions Failed - No Workaround | VFO | 0 (zero) production resolution changes > 48 Hours | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-7-03-6000 | Delay Days Production Software Resolution - Change - Transactions Failed - With Workaround | VFO | 0 (zero) production resolution changes > 10 Business | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|--------------|--|---|--|---------------------------|---------------------------------------|---|----------------------------|
| | | | Days | | | | |
| 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 | M | No | Per Measure Rate (See Table 1 in Section 1) | 1 |
| PO-8-01-6100 | % On Time - Manual Loop Qualification | Manual Loop Qual Request | ≥ 95% within 48 Hours | C | Yes – Appendix 2 | \$40.00 | 1 |
| OR-1-02-2000 | % On Time LSRC - Flow-Through | Resale | ≥ 95% within 2 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-02-3332 | % On Time LSRC - Flow-Through | UNE 2-Wire Loops/LNP | ≥ 95% within 2 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-04-2000 | % On Time LSRC - No Facility Check (Non-Flow-Through) | Resale | ≥ 95% within 24 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-04-3331 | % On Time LSRC - No Facility Check (Non-Flow-Through) | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 24 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-04-3343 | % On Time LSRC - No Facility Check (Non-Flow-Through) | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 24 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-06-2000 | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through) | Resale | ≥ 95% within 72 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-06-3200 | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through) | UNE Specials | ≥ 95% within 5 Business Days | C | Yes – Appendix 2 | \$56.00 | 1 |
| OR-1-06-3331 | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through) | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 72 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-06-3343 | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through) | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 72 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-1-12-5020 | % On Time ASRC | CLEC Trunks (≤ 192 Forecasted) | ≥ 95% within 10 Business Days | C | Yes – Appendix 2 | \$56.00 | 1 |
| OR-1-12-5030 | % On Time ASRC | CLEC Trunks (> 192, Unforecasted, and Projects) | ≥ 95% within Negotiated Interval | C | Yes – Appendix 2 | \$56.00 | 1 |
| OR-1-13-5000 | % On Time Design Layout Record (DLR) | CLEC Trunks | ≥ 95% On or Before DLRD | C | Yes – Appendix 2 | \$56.00 | 1 |
| OR-2-02-2000 | % On Time LSR Reject (Flow-Through) | Resale | ≥ 95% within 2 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-02-3332 | % On Time LSR Reject (Flow-Through) | UNE 2-Wire Loops/LNP | ≥ 95% within 2 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-04-2000 | % On Time LSR Reject - No Facility Check (Non-Flow-Through) | Resale | ≥ 95% within 24 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|---------------|--|---------------------------------|--|---------------------------|---------------------------------------|-------------------------|----------------------------|
| OR-2-04-3331 | % On Time LSR Reject - No Facility Check (Non-Flow-Through) | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 24 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-04-3343 | % On Time LSR Reject - No Facility Check (Non-Flow-Through) | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 24 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-06-2000 | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through) | Resale | ≥ 95% within 72 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-06-3200 | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through) | UNE Specials | ≥ 95% within 5 Business Days | C | Yes – Appendix 2 | \$56.00 | 1 |
| OR-2-06-3331 | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through) | UNE 2-Wire Analog Loop/LNP | ≥ 95% within 72 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-06-3343 | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through) | UNE 2-Wire Digital & xDSL Loops | ≥ 95% within 72 Hours | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-2-12-5020 | % On Time Trunk ASR Reject | CLEC Trunks (≤ 192 Forecasted) | ≥ 95% within 7 Business Days | C | Yes – Appendix 2 | \$56.00 | 1 |
| OR-4-16-1000 | % Provisioning Completion Notifiers Sent within One Business Day | Resale & UNE | ≥ 95% | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-4-17-1000 | % Billing Completion Notifiers Sent On Time | Resale & UNE | ≥ 95.5% within 2 or 4 Business Days of Provisioning Completion | C | Yes – Appendix 2 | \$28.00 | 1 |
| OR-5-03-2000 | % Flow-Through Achieved | Resale | ≥ 95% | C | Yes – Appendix 2 | \$35.00 | 1 |
| OR-5-03-3112 | % Flow-Through Achieved | UNE 2-wire Analog Loop | ≥ 95% | C | Yes – Appendix 2 | \$35.00 | 1 |
| OR-5-03-3121 | % Flow-Through Achieved | Directory Listing & LNP | ≥ 95% | C | Yes – Appendix 2 | \$35.00 | 1 |
| OR-6-01-1001 | % Service Order Accuracy | Resale & UNE 2-Wire Loops /LNP | ≥ 95% without Errors | H | Yes – Appendix 2 | \$56.00 | 1 |
| OR-6-03-2000 | % Resent LSRC | Resale | ≤ 5% due to Errors | B | Yes – Appendix 2 | \$28.00 | 1 |
| OR-6-03-3332 | % Resent LSRC | UNE 2-Wire Loops/LNP | ≤ 5% due to Errors | B | Yes – Appendix 2 | \$28.00 | 1 |
| OR-6-04-1040 | % Accuracy - Directory Listing | Directory Listings | ≥ 95% without Errors | H | Yes – Appendix 2 | \$40.00 | 1 |
| OR-11-01-2000 | % On Time Resale Provider Notifications | Resale | ≥ 95% within 2 Business Days | C | Yes – Appendix 2 | \$56.00 | 1 |
| PR-3-02-2000 | % Completed in 4 Days – No Dispatch (1 to 5 Lines) | Resale | Parity with Retail POTS | E | Yes – Appendix 1 | \$60.00 | 2 |
| PR-3-02-3113 | % Completed in 4 Days – No | UNE 2-Wire | Parity with | E | Yes – | \$60.00 | 2 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|--------------|---|---------------------------------|--|---------------------------|---------------------------------------|-------------------------|----------------------------|
| | Dispatch (1 to 5 Lines) | Analog Loop - New | Retail POTS - New | | Appendix 1 | | |
| PR-3-07-2000 | % Completed in 4 Days – Dispatch (1 to 5 Lines) | Resale | Parity with Retail POTS | E | Yes – Appendix 1 | \$60.00 | 2 |
| PR-3-07-3113 | % Completed in 4 Days – Dispatch (1 to 5 Lines) | UNE 2-Wire Analog Loop - New | Parity with Retail POTS - New | E | Yes – Appendix 1 | \$60.00 | 2 |
| PR-3-10-3343 | % Completed in 6 Days (1 to 5 Lines) | UNE 2-Wire Digital & xDSL Loops | ≥ 95% | C | Yes – Appendix 2 | \$60.00 | 2 |
| PR-4-01-3211 | % Missed Due Date | UNE DS1 | Parity with Retail DS1 | D | Yes – Appendix 1 | \$126.00 | 2 |
| PR-4-01-3213 | % Missed Due Date | UNE DS3 | Parity with Retail DS3 | D | 3 month roll up | \$280.00 | 2 |
| PR-4-02-2000 | Average Delay Days | Resale | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-02-3112 | Average Delay Days | UNE 2-Wire Analog Loop | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-02-3200 | Average Delay Days | UNE Specials | Parity with Retail Specials | F | Yes – Appendix 1 | \$150.00 | 2 |
| PR-4-02-3343 | Average Delay Days | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-02-5000 | Average Delay Days | CLEC Trunks | Parity with IXC Feature Group D Trunks | F | 3 month Roll Up | \$150.00 | 2 |
| PR-4-04-2000 | % Missed Due Date - Dispatch | Resale | Parity with Retail POTS | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-04-3113 | % Missed Due Date - Dispatch | UNE 2-Wire Analog Loop - New | Parity with Retail POTS - New | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-05-2000 | % Missed Due Date - No Dispatch | Resale | Parity with Retail POTS | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-05-3113 | % Missed Due Date - No Dispatch | UNE 2-Wire Analog Loop - New | Parity with Retail POTS - New | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-4-07-3540 | % On Time Performance – LNP Only | UNE LNP | ≥ 95% | C | Yes – Appendix 2 | \$35.00 | 2 |
| PR-4-14-3343 | % Met Due Date | UNE 2-Wire Digital & xDSL Loops | ≥ 95% | C | Yes – Appendix 2 | \$60.00 | 2 |
| PR-4-15-5000 | % Met Due Date - Trunks | CLEC Trunks | ≥ 95% | C | 3 month Roll Up | \$150.00 | 2 |
| PR-4-16-1040 | % Directory Data Base Updates Completed On Time | Directory Listings | ≥ 95% within 1 Business Day | C | Yes – Appendix 2 | \$23.00 | 2 |
| PR-6-01-2000 | % Installation Troubles Reported within 30 Days | Resale | Parity with Retail POTS | D | Yes – Appendix 1 | \$60.00 | 2 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|--------------|---|----------------------------------|--|---------------------------|---------------------------------------|-------------------------|----------------------------|
| PR-6-01-3113 | % Installation Troubles Reported within 30 Days | UNE 2-Wire Analog Loop - New | Parity with Retail POTS - Dispatched | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-6-01-3200 | % Installation Troubles Reported within 30 Days | UNE Specials | Parity with Retail Specials | D | Yes – Appendix 1 | \$150.00 | 2 |
| PR-6-01-3343 | % Installation Troubles Reported within 30 Days | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS - Dispatched | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-6-01-5000 | % Installation Troubles Reported within 30 Days | CLEC Trunks | Parity with IXC Feature Group D Trunks | D | 3 month Roll Up | \$150.00 | 2 |
| PR-6-02-3520 | % Installation Troubles Reported within 7 Days | UNE 2-Wire Analog Loop - Hot Cut | ≤ 2% | B | Yes – Appendix 2 | \$60.00 | 2 |
| PR-8-01-2000 | % Open Orders in a Hold Status > 30 Days | Resale | Parity with Retail POTS | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-8-01-3112 | % Open Orders in a Hold Status > 30 Days | UNE 2-Wire Analog Loop | Parity with Retail POTS | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-8-01-3200 | % Open Orders in a Hold Status > 30 Days | UNE Specials | Parity with Retail Specials | D | Yes – Appendix 1 | \$150.00 | 2 |
| PR-8-01-3343 | % Open Orders in a Hold Status > 30 Days | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | D | Yes – Appendix 1 | \$60.00 | 2 |
| PR-8-01-5000 | % Open Orders in a Hold Status > 30 Days | CLEC Trunks | Parity with IXC Feature Group D Trunks | D | 3 month Roll Up | \$150.00 | 2 |
| PR-9-01-3520 | % On Time Performance - Hot Cut | UNE 2-Wire Analog Loop - Hot Cut | ≥ 95% Completed within Window | C | Yes – Appendix 2 | \$100.00 | 2 |
| PR-9-08-3520 | Average Duration of Hot Cut Installation Troubles | UNE 2-Wire Analog Loop - Hot Cut | Parity with Retail POTS - New | F | Yes – Appendix 1 | \$100.00 | 2 |
| MR-1-01-6000 | Average Response Time - Create Trouble | VFO | ≤ 4.5 Seconds | A | No | \$5.00 | 1 (200% std) |
| MR-1-06-6000 | Average Response Time - Test Trouble | VFO | ≤ 90 Seconds | A | No | \$5.00 | 1 (200% std) |
| MR-3-01-2010 | % Missed Repair Appointment - Loop | Resale Business | Parity with Retail POTS - Business | D | Yes – Appendix 1 | \$70.00 | 2 |
| MR-3-01-2120 | % Missed Repair Appointment - Loop | Resale POTS Residence | Parity with Retail POTS - Residence | D | Yes – Appendix 1 | \$35.00 | 2 |
| MR-3-01-3112 | % Missed Repair Appointment - Loop | UNE 2-Wire Analog Loop | Parity with Retail POTS | D | Yes – Appendix 1 | \$70.00 | 2 |
| MR-3-01-3343 | % Missed Repair Appointment - Loop | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | D | Yes – Appendix 1 | \$70.00 | 2 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|-----------------|--|---------------------------------|--|----------------------------------|--|--------------------------------|-----------------------------------|
| MR-3-02-2010 | % Missed Repair Appointment - Central Office | Resale Business | Parity with Retail POTS - Business | D | Yes – Appendix 1 | \$70.00 | 2 |
| MR-3-02-2120 | % Missed Repair Appointment - Central Office | Resale POTS Residence | Parity with Retail POTS - Residence | D | Yes – Appendix 1 | \$35.00 | 2 |
| MR-3-02-3112 | % Missed Repair Appointment - Central Office | UNE 2-Wire Analog Loop | Parity with Retail POTS | D | Yes – Appendix 1 | \$70.00 | 2 |
| MR-3-02-3343 | % Missed Repair Appointment - Central Office | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | D | Yes – Appendix 1 | \$70.00 | 2 |
| MR-4-01-3200 | Mean Time To Repair - Total | UNE Specials | Parity with Retail Specials | F | Yes – Appendix 1 | \$125.00 | 2 |
| MR-4-01-5000 | Mean Time To Repair - Total | CLEC Trunks | Parity with IXC Feature Group D Trunks | F | 3 month Roll Up | \$125.00 | 2 |
| MR-4-02-2010 | Mean Time To Repair – Loop Trouble | Resale Business | Parity with Retail POTS - Business | F | Yes – Appendix 1 | \$60.00 | 2 |
| MR-4-02-2120 | Mean Time To Repair – Loop Trouble | Resale POTS Residence | Parity with Retail POTS - Residence | F | Yes – Appendix 1 | \$35.00 | 2 |
| MR-4-02-3112 | Mean Time To Repair – Loop Trouble | UNE 2-Wire Analog Loop | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| MR-4-02-3343 | Mean Time To Repair – Loop Trouble | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| MR-4-03-2010 | Mean Time To Repair – Central Office Trouble | Resale Business | Parity with Retail POTS - Business | F | Yes – Appendix 1 | \$60.00 | 2 |
| MR-4-03-2120 | Mean Time To Repair – Central Office Trouble | Resale POTS Residence | Parity with Retail POTS - Residence | F | Yes – Appendix 1 | \$35.00 | 2 |
| MR-4-03-3112 | Mean Time To Repair – Central Office Trouble | UNE 2-Wire Analog Loop | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| MR-4-03-3343 | Mean Time To Repair – Central Office Trouble | UNE 2-Wire Digital & xDSL Loop | Parity with Retail POTS | F | Yes – Appendix 1 | \$60.00 | 2 |
| MR-4-05-5000 | % Out of Service > 2 Hours | CLEC Trunks | Parity with IXC Feature Group D Trunks | D | 3 month Roll Up | \$175.00 | 2 |
| MR-4-06-3200 | % Out of Service > 4 Hours | UNE Specials | Parity with Retail Specials | D | Yes – Appendix 1 | \$175.00 | 2 |
| MR-4-07-2010 | % Out of Service > 12 Hours | Resale Business | Parity with Retail POTS - Business | D | Yes – Appendix 1 | \$100.00 | 2 |
| MR-4-07-3112 | % Out of Service > 12 Hours | UNE 2-Wire Analog Loop | Parity with Retail POTS | D | Yes – Appendix 1 | \$100.00 | 2 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|--------------|---|---------------------------------|--|---------------------------|---------------------------------------|-------------------------|----------------------------|
| MR-4-07-3343 | % Out of Service > 12 Hours | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | D | Yes – Appendix 1 | \$100.00 | 2 |
| MR-4-08-2120 | % Out of Service > 24 Hours | Resale POTS Residence | Parity with Retail POTS - Residence | D | Yes – Appendix 1 | \$35.00 | 2 |
| MR-5-01-2000 | % Repeat Reports within 30 Days | Resale | Parity with Retail POTS | D | Yes – Appendix 1 | \$100.00 | 2 |
| MR-5-01-3112 | % Repeat Reports within 30 Days | UNE 2-Wire Analog Loop | Parity with Retail POTS | D | Yes – Appendix 1 | \$100.00 | 2 |
| MR-5-01-3200 | % Repeat Reports within 30 Days | UNE Specials | Parity with Retail POTS Specials | D | Yes – Appendix 1 | \$200.00 | 2 |
| MR-5-01-3343 | % Repeat Reports within 30 Days | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS | D | Yes – Appendix 1 | \$100.00 | 2 |
| MR-5-01-5000 | % Repeat Reports within 30 Days | CLEC Trunks | Parity with IXC Feature Group D Trunks | D | 3 month Roll Up | \$200.00 | 2 |
| NP-2-01-6701 | % On Time Response to Request for Collocation | Collocation - New | ≥ 95% within 7 Business Days | C | No | \$70.00 | 1 |
| NP-2-01-6702 | % On Time Response to Request for Collocation | Collocation - Augment | ≥ 95% within 7 Business Days | C | No | \$70.00 | 1 |
| NP-2-05-6701 | % On Time - Physical Collocation | Collocation - New | ≥ 95% on or before DD | C | No | \$1000.00 | 1 |
| NP-2-05-6702 | % On Time - Physical Collocation | Collocation - Augment | ≥ 95% on or before DD | C | No | \$1000.00 | 1 |
| NP-2-06-6701 | % On Time - Virtual Collocation | Collocation - New | ≥ 95% on or before DD | C | No | \$1000.00 | 1 |
| NP-2-06-6702 | % On Time - Virtual Collocation | Collocation - Augment | ≥ 95% on or before DD | C | No | \$1000.00 | 1 |
| NP-2-07-6701 | Total Delay Days - Physical Collocation | Collocation - New | 0 (zero) Days | G | No | \$70.00 | 1 |
| NP-2-07-6702 | Total Delay Days - Physical Collocation | Collocation - Augment | 0 (zero) Days | G | No | \$70.00 | 1 |
| NP-2-08-6701 | Total Delay Days - Virtual Collocation | Collocation - New | 0 (zero) Days | G | No | \$70.00 | 1 |
| NP-2-08-6702 | Total Delay Days - Virtual Collocation | Collocation - Augment | 0 (zero) Days | G | No | \$70.00 | 1 |
| BI-3-04-1000 | % CLEC Billing Claims Acknowledged within 2 Business Days of Receipt | Resale & UNE | ≥ 95% | C | Yes – Appendix 2 | \$10.00 | 2 |
| BI-3-05-1000 | % CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment | Resale & UNE | ≥ 95% | C | Yes – Appendix 2 | \$50.00 | 2 |

| Metric # | Metric Title | Product | Performance Standard | Performance Credit Method | Application of small sample size rule | Rate Per Qualified Miss | Escalation Method (Note 2) |
|-----------------|--|----------------|-----------------------------|----------------------------------|--|---|-----------------------------------|
| BI-3-08-1000 | % CLEC Billing Claim Credits Not Appearing on the Bill within 45 Calendar Days | Resale & UNE | ≥ 97.5% | C | Yes – Appendix 2 | \$50.00 | 2 |
| BI-9-01-1000 | % Billing Completeness in 12 Billing Cycles | Resale & UNE | ≥ 96% | M | Yes – Appendix 2 | Per Measure Rate (See Table 1 in Section 1) | 2 |

Note 1: PO-1-08 sub-metrics (% Timeouts) will be eligible for performance bill credits beginning one year after implementation of WPP.

Note 2: All metrics are subject to a bill credit escalator of 2.5 times (250% of) the base metric rate when performance is missed in 3 of 6 non-consecutive months. The 3 of 6 month escalator is only invoked in months when the applicable consecutive month's escalators (Escalation Method 1 or 2) do not apply.

APPENDIX 5
Diagnostic Metrics

Appendix 5
Diagnostic Metrics

| Metric # | Metric Title | Product | Performance Standard |
|-----------------|---|---|---|
| PO-1-05-6040 | Average Response Time - TN Availability & Reservation | XML | ≤ 4.5 Seconds |
| PO-1-05-6050 | Average Response Time - TN Availability & Reservation | WEB GUI | ≤ 7.5 seconds |
| PO-1-07-6040 | Average Response Time - Rejected Query | XML | ≤ 4.5 Seconds |
| PO-1-07-6050 | Average Response Time - Rejected Query | WEB GUI | ≤ 7.5 seconds |
| PO-1-09-6040 | Average Response Time - Parsed CSR | XML | ≤ 4.5 Seconds |
| PO-3-02-1000 | % Answered within 30 Seconds - Ordering | Resale & UNE | ≥ 80% |
| PO-3-04-1000 | % Answered within 30 Seconds - Repair | Resale & UNE | ≥ 80% |
| PO-4-02-6600 | Change Management Notices - Delay 1 to 7 Days | Change Notices all types | No Standard |
| PO-5-01-6500 | % On Time Notice of OSS Interface Outage | OSS Interface Outage Notifications | ≥ 95% within 20 Minutes of Outage |
| OR-2-12-5030 | % On Time Trunk ASR Reject | CLEC Trunks (> 192, Unforecasted, and Projects) | ≥ 95% within Negotiated Interval |
| OR-4-11-1000 | % Completed Orders with Neither a PCN nor BCN Sent | Resale & UNE | ≤ 0.25% within 2 Business Days of Provisioning Completion |
| OR-5-01-2000 | % Flow-Through - Total | Resale | No Standard |
| OR-5-01-3112 | % Flow-Through – Total | UNE 2-Wire Analog Loop | No Standard |
| OR-5-01-3121 | % Flow-Through – Total | Directory Listings & LNP | No Standard |
| PR-1-04-3112 | Average Interval Offered - Dispatch (6 to 9 Lines) | UNE 2-Wire Analog Loop | Diagnostic Comparison to Retail POTS |
| PR-1-05-3112 | Average Interval Offered - Dispatch (≥ 10 Lines) | UNE 2-Wire Analog Loop | Diagnostic Comparison to Retail POTS |
| PR-1-09-3211 | Average Interval Offered | UNE DS1 | Parity with Retail DS1 |
| PR-1-09-3213 | Average Interval Offered | UNE DS3 | Parity with Retail DS3 |
| PR-1-09-5020 | Average Interval Offered | CLEC Trunks (≤ 192 Forecasted) | Parity with IXC Feature Group D Trunks |
| PR-1-09-5030 | Average Interval Offered | CLEC Trunks (> 192, Unforecasted, and Projects) | Parity with IXC Feature Group D Trunks |
| PR-3-01-2000 | % Completed in 1 Day – No Dispatch (1 to 5 Lines) | Resale | Diagnostic Standard, No Retail Statistics Calculated |
| PR-3-06-2000 | % Completed in 3 Days - Dispatch (1 to 5 Lines) | Resale | Diagnostic Comparison to Retail POTS |
| PR-3-06-3113 | % Completed in 3 Days – Dispatch (1 to 5 Lines) | UNE 2-Wire | Diagnostic Comparison |

| Metric # | Metric Title | Product | Performance Standard |
|-----------------|---|----------------------------------|---|
| | | Analog Loop - New | to Retail POTS |
| PR-3-08-3520 | % Completed in 5 Days – No Dispatch (1 to 10 Lines) | UNE 2-Wire Analog Loop - Hot Cut | ≥ 95% |
| PR-3-11-3520 | % Completed in 10 Days – No Dispatch (11 to 20 Lines) | UNE 2-Wire Analog Loop - Hot Cut | ≥ 95% |
| PR-5-01-2000 | % Missed Due Date - Facilities | Resale | Diagnostic Comparison to Retail POTS |
| PR-5-01-5000 | % Missed Due Date - Facilities | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| PR-5-02-2000 | % Orders Held for Facilities > 15 Days | Resale | Diagnostic Comparison to Retail POTS |
| PR-5-02-3112 | % Orders Held for Facilities > 15 Days | UNE 2-Wire Analog Loop | Diagnostic Comparison to Retail POTS |
| PR-5-02-3200 | % Orders Held for Facilities > 15 Days | UNE Specials | Diagnostic Comparison to Retail Specials |
| PR-5-02-3343 | % Orders Held for Facilities > 15 Days | UNE 2-Wire Digital & xDSL Loops | No Standard |
| PR-5-02-5000 | % Orders Held for Facilities > 15 Days | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| PR-5-03-5000 | % Orders Held for Facilities > 60 Days | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| PR-8-02-2000 | % Open Orders in a Hold Status > 90 Days | Resale | Diagnostic Comparison to Retail POTS |
| PR-8-02-3112 | % Open Orders in a Hold Status > 90 Days | UNE 2-Wire Analog Loop | Diagnostic Comparison to Retail POTS |
| PR-8-02-3200 | % Open Orders in a Hold Status > 90 Days | UNE Specials | Diagnostic Comparison to Retail Specials |
| PR-8-02-3343 | % Open Orders in a Hold Status > 90 Days | UNE 2-Wire Digital & xDSL Loops | Diagnostic Comparison to Retail POTS |
| PR-8-02-5000 | % Open Orders in a Hold Status > 90 Days | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| MR-1-02-6000 | Average Response Time - Status Trouble | VFO | ≤ 4.5 Seconds |
| MR-1-03-6000 | Average Response Time - Modify Trouble | VFO | ≤ 4.5 Seconds |
| MR-1-04-6000 | Average Response Time - Request Cancellation of Trouble | VFO | ≤ 4.5 Seconds |
| MR-1-05-6000 | Average Response Time –Status & Trouble History | VFO | No Standard |
| MR-2-01-3200 | Network Trouble Report Rate | UNE Specials | No Standard |
| MR-2-01-5000 | Network Trouble Report Rate | CLEC Trunks | Parity with IXC Feature Group D Trunks |

| Metric # | Metric Title | Product | Performance Standard |
|-----------------|---|---------------------------------|---|
| MR-2-02-2000 | Network Trouble Report Rate - Loop | Resale | Parity with Retail POTS |
| MR-2-02-3112 | Network Trouble Report Rate - Loop | UNE 2-Wire Analog Loop | Parity with Retail POTS |
| MR-2-02-3343 | Network Trouble Report Rate - Loop | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS |
| MR-2-03-2000 | Network Trouble Report Rate - Central Office | Resale | Parity with Retail POTS |
| MR-2-03-3112 | Network Trouble Report Rate - Central Office | UNE 2-Wire Analog Loop | Parity with Retail POTS |
| MR-2-03-3343 | Network Trouble Report Rate - Central Office | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS |
| MR-4-04-2000 | % Cleared within 24 Hours | Resale | Diagnostic Comparison to Retail POTS |
| MR-4-04-3112 | % Cleared within 24 Hours | UNE 2-Wire Analog Loop | Diagnostic Comparison to Retail POTS |
| MR-4-04-3200 | % Cleared within 24 Hours | UNE Specials | Diagnostic Comparison to Retail Specials |
| MR-4-04-3343 | % Cleared within 24 Hours | UNE 2-Wire Digital & xDSL Loops | Diagnostic Comparison to Retail POTS |
| MR-4-04-5000 | % Cleared within 24 Hours | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| MR-4-06-2010 | % Out of Service > 4 Hours | Resale Business | Diagnostic Comparison to Retail POTS – Business |
| MR-4-06-2120 | % Out of Service > 4 Hours | Resale POTS Residence | Diagnostic Comparison to Retail POTS – Residence |
| MR-4-06-5000 | % Out of Service > 4 Hours | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| MR-4-07-2120 | % Out of Service > 12 Hours | Resale POTS Residence | Diagnostic Comparison to Retail POTS – Residence |
| MR-4-07-5000 | % Out of Service > 12 Hours | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| MR-4-08-2010 | % Out of Service > 24 Hours | Resale Business | Parity with Retail POTS - Business |
| MR-4-08-3112 | % Out of Service > 24 Hours | UNE 2-Wire Analog Loop | Parity with Retail POTS |
| MR-4-08-3200 | % Out of Service > 24 Hours | UNE Specials | Parity with Retail Specials |
| MR-4-08-3343 | % Out of Service > 24 Hours | UNE 2-Wire Digital & xDSL Loops | Parity with Retail POTS |
| MR-4-08-5000 | % Out of Service > 24 Hours | CLEC Trunks | Diagnostic Comparison to IXC Feature Group D Trunks |
| MR-5-02-2000 | % Repeat Reports within 30 Days on No Trouble Found | Resale | Diagnostic Comparison to Retail POTS |

| Metric # | Metric Title | Product | Performance Standard |
|-----------------|---|---------------------------------|---|
| MR-5-02-3112 | % Repeat Reports within 30 Days on No Trouble Found | UNE 2 Wire Analog Loop | Diagnostic Comparison to Retail POTS |
| MR-5-02-3200 | % Repeat Reports within 30 Days on No Trouble Found | UNE Specials | Diagnostic Comparison to Retail Specials |
| MR-5-02-3343 | % Repeat Reports within 30 Days on No Trouble Found | UNE 2-Wire Digital & xDSL Loops | Diagnostic Comparison to Retail POTS |
| NP-1-01-5100 | % Final Trunk Groups Exceeding Blocking Threshold | Final Trunk Groups | No Standard |
| NP-1-02-5100 | % Final Trunk Groups Exceeding Blocking Threshold (No Exclusions) | Final Trunk Groups | No Standard |
| NP-1-03-5100 | Number Final Trunk Groups Exceeding Blocking Threshold - 2 Months | Final Trunk Groups | No Standard |
| NP-1-04-5100 | Number Final Trunk Groups Exceeding Blocking Threshold - 3 Months | Final Trunk Groups | No Standard |
| BI-1-02-2000 | % DUF in 4 Calendar Days | Resale | ≥ 95% |
| BI-2-01-1000 | Timeliness of CLEC Bill | Resale & UNE | ≥ 98% within 10 Business Days |
| BI-3-07-1000 | % Full or Partial Denials | Resale & UNE | No Standard |
| OD-1-01-1021 | Average Speed of Answer - Call Completion | Operator Services | Diagnostic Comparison to Retail, No Stat. Score |
| OD-1-02-1021 | Average Speed of Answer - Directory Assistance | Operator Services | Diagnostic Comparison to Retail, No Stat. Score |

APPENDIX 6
Sample Report

Appendix 6

Sample Report



WPP CLEC Specific
Sample Report 10201

APPENDIX 7

Glossary

Appendix 7

Glossary

| | |
|------------------------|---|
| ASR | Access Service Request |
| ASRC | Access Service Request Confirmation |
| Administrative Orders | Orders issued and completed by FairPoint for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for FairPoint official lines and LIDT (Left in Dial Tone). |
| Basic Front-end Edits | Edits performed by VFO prior to order acceptance. |
| Billing Completed | The date the order is posted to the customer account. For Wholesale customers, this triggers the Billing Completion Notice (BCN). Also referred to as Billing Completion Date. |
| BCN | Billing Completion Notice |
| Bill Cycle Hold | Time during which FairPoint Billing systems hold transactions while the monthly bill is processed. |
| CLEC Trunks | Interconnection Trunks dedicated to an individual CLEC used to originate and terminate local traffic between FairPoint's network and that CLEC's network. |
| Coordinated Hot Cut | The near simultaneous disconnection of a FairPoint working loop from a port on one local exchange carrier's switch, and the reconnection of that same loop to a port on a CLEC's switch, without any significant out-of-service period. |
| CPE | Customer Premises Equipment |
| Dispatched Order | Order requiring dispatch of a FairPoint Field technician outside of a FairPoint Central Office. |
| Disposition Code | Code assigned by the FairPoint Field Technician upon closure of a trouble, which identifies the plant type/location in the network where the trouble was found. (Refer to the URL matrix in the WPP guidelines to obtain the list of disposition codes.) |
| DUF | Daily Usage Feed |
| Flow-Through: | Orders received electronically through the VFO ordering interface that require no manual intervention to be entered into the ordering system or rejected back to the CLEC. |
| Loop Qualification | Process used to determine if a loop facility meets or can be upgraded to meet specifications necessary for 2-Wire Digital or xDSL services. |
| LSR | Local Service Request |
| LSRC | Local Service Request Confirmation |
| Negotiated Interval | Process whereby FairPoint and a CLEC mutually agree on a delivery date for a requested product/service. |
| Non-Dispatch Orders: | Orders completed without a dispatch outside a FairPoint Central Office. Includes orders with translation changes and dispatches inside a FairPoint Central Office. |
| OSS | Operations Support Systems |
| POTS | Plain Old Telephone Services. Voice grade analog lines, which include all non-designed lines/circuits that originate on a FairPoint central office OE (local switch office equipment) and terminate on a Network Interface Device (NID) at a customer premises. POTS include Centrex, and PBX trunks. |
| PON | Purchase Order Number Unique order number provided by CLEC to FairPoint on an LSR or ASR. |
| PCN | Provisioning Completion Notice |
| Provisioning Completed | Date noted on the service order when all physical work is completed as ordered. Also referred to as Provisioning Completion |
| Trunk Projects | Request for a new trunk group or augment to an existing trunk group for greater than 384 trunks. |
| Reject | A response sent to the CLEC indicating there is an omission or error in |

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|-----------------|---|
| | required information for a submitted order. Rejects also include a query where notification is provided to a CLEC for clarification on a submitted order. The order is considered rejected and order processing is suspended while a request is returned or queried. |
| Retail Specials | Retail services that require engineering design. These services include (but are not limited to) high capacity services (DS1, DS3, primary rate ISDN, 4-Wire xDSL services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes special access and switched access services purchased under a state or federal access tariff. |
| Test Orders | Orders processed by FairPoint or a CLEC for testing purposes. |
| VFO | Virtual Front Office |
| WebGUI | World Wide Web Graphical User Interface |
| XML | Extensible Markup Language |

Version Information

| Version Number | Reason for Update | Filed Date | Effective Date |
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