



## **FairPoint Communications NNE BiWeekly Dashboard Cover Letter (1/18/10)**

In the 1/04 distribution of the FairPoint's Biweekly Dashboard we mentioned the initiatives that we are working on related to Late Orders and Disconnects specifically. In the Retail POTS and ASR areas we are able to report progress in reducing our late order counts with the data represented in this 1/18 report distribution. With regards to Retail DSL a separate initiative will be focused on that product line to address late orders. With the LSR areas we have been working on an issue that has contributed to the growing number of late orders. The issue is that there are orders that are staged as "partially complete" and have been corrected with a new order that has subsequently completed or cancelled. These "partial" orders need to be removed because they are still counted in the order queues. After work completed today we believe that the Total Late Order count for LSRs will be reduced by an additional 400 from the 895 order count reported in the attached Biweekly report. The Late Disconnect count for LSRs also was affected by an event that contributed to a negative impact on the order counts. There was a bulk disconnect order submitted by a carrier that encompassed 180 orders. This bulk order had an issue that kept it from flowing through and it is counted in this week's LSR Late Disconnect orders of 222. Without that bulk order the count would have trended from 93 the previous week to 42. We are trouble shooting the cause for the issue related to the bulk order. There will be continuing focus on this initiative of reviewing and eliminating these dated late orders with the target of an early February timeframe.

The December billing metrics are included in this 1/18 Biweekly distribution. With regard to the significant increase in the "% Bills Known to be in Error" for the week ending 1/17, this is the result of multiple defects affecting approximately 120,000 accounts.

Of note there is a change in the repair data for the week of 12/28-1/03 from what was originally distributed in the 1/4 Biweekly report. An incomplete data extract was accessed when we prepared the report the first business day after the holiday. The repair measures for "%Repair appointments met" and "%Cleared in 24 hours" for the week ending 1/03 have been updated in this biweekly report. As a reminder, there was a weather event in Vermont during that time that contributed to the lower performance metrics for that state.

Regarding the data provided for PUC Complaints we have included an additional data point. We are now providing the number of PUC complaints that FairPoint internally classifies as "Active". "Active" PUC cases are the Open PUC Complaints less those that have been resolved by FairPoint and sent to the PUC waiting to close.

In our next distribution there will be an update on the Customer Delivery Improvement Project.

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