



## **FairPoint Communications NNE BiWeekly Dashboard Cover Letter (3/15/10)**

As a result of the storm on February 26<sup>th</sup> during the following week FairPoint's Northern New England Operations completed 7,557 troubles and 1,740 dispatchable service orders. At the peak, 48 central offices were operating on generators and over 200 remote digital loop carrier sites were operating on portable generators. More than 900 poles needed to be replaced.

As you review this week's Biweekly report you may note indications that in many service delivery areas the FairPoint Operations' Teams have been able to regain their performance levels prior to the severe weather at the end of the previous weeks ending 2/28 and 3/7. In Maine and New Hampshire the repair tickets were as many as 2.5 to 3.5 times the normal trends. However this past week the number of repair tickets is beginning to decline and as a result the repair metrics of "% Repair Commitments Met" and "% Cleared Within 24 hours" have improved over the prior week ending 3/7. In addition the "Trouble Report Rate" has declined with the reduction of the number of reported repair tickets.

With respect to the Flow Through exhibit, we are analyzing the change in the LSR-CB Flow Through percentages over the last few weeks. We are continuing to investigate this issue however early indications are that this is the result of a queue management process that we recently implemented. We are monitoring the situation and will address accordingly.

The February Billing Metrics have been provided in this week's (3/15/10) Biweekly Report Distribution.

Regarding the progress on the Customer Delivery Improvement Project (CDIP), we completed 17 CDIP subprojects in February. Four out of the 15 major CDIP initiatives are scheduled for completion in March;

- CDIP-01 E2E Architecture Team
- CDIP-02 Improved Governance & Change Management
- CDIP-04 Metrics Remediation
- CDIP-07 Billing Dashboard

In addition, we have more than 30 subprojects scheduled for completion within the next 30 days.

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