PretiFlaherty

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ELECTRONICALLY FILED ON JULY 15, 2011
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July 15, 2011

Karen Geraghty, Administrative Director
Maine Public Utilities Commission
242 State Street
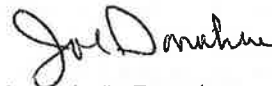State House Station 18
Augusta, Maine 04333-0018

RE: **NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC d/b/a FairPoint Communications-NNE, Request for Modification of Total Amount at Risk Under Performance Assurance Plan, Docket No. 2009-291**

MAINE PUBLIC UTILITIES COMMISSION, Investigation into Simplified Performance Assurance Plan (PA) for Northern New England Telephone Operations LLC, d/b/a FairPoint Communications, Docket No. 2009-334

Dear Ms. Geraghty:

Enclosed please find an original and one copy of Northern New England Telephone Operations LLC d/b/a FairPoint Communications-NNE's Opposition and Response to Joint CLECs' Motion to Consolidate and Adopt Procedural Schedule in the above-referenced proceedings.

Sincerely,

Joseph G. Donahue
Counsel to FairPoint Communications-NNE

Enclosure
cc: All Parties on Service List in Docket Nos. 2009-291 & 2009-334 (via email)

STATE OF MAINE

PUBLIC UTILITIES COMMISSION

July 15, 2011

NORTHERN NEW ENGLAND TELEPHONE
OPERATIONS LLC, d/b/a FairPoint Communications-
NNE, Request for Modification of Total Amount at Risk
Under Performance Assurance Plan

Docket No. 2009-291

MAINE PUBLIC UTILITIES COMMISSION,
Investigation into Simplified Performance Assurance
Plan (PAP) for Northern New England Telephone
Operations LLC, d/b/a FairPoint Communications

Docket No. 2009-334

FAIRPOINT OPPOSITION AND RESPONSE TO JOINT CLECS'
MOTION TO CONSOLIDATE AND ADOPT PROCEDURAL SCHEDULE

NOW COMES Northern New England Telephone Operations LLC d/b/a FairPoint

Communications-NNE ("FairPoint") and hereby submits its Opposition and Response to the

Motion to Consolidate and Adopt Procedural Schedule[1] ("Motion") of Mid Maine Telplus d/b/a

Mid Maine Communications and CRC Communications of Maine, Inc., collectively doing

business as OTT Communications ("OTT"), Biddeford Internet Corp., d/b/a Great Works Internet

("GWI"), and CTC Communications Corp., Lightship Telecom LLC, Choice One

Communications of Maine Inc., and Conversent Communications of Maine LLC (all doing

business as "One Communications") (collectively, the "Joint CLECs"). In the Motion, the Joint

CLECs move that the Commission consolidate the two above-captioned proceedings and adopt

the Proposed Consolidated Schedule attached to the Motion for both proceedings.

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[1] In addition to opposing the Joint CLECs' Motion, this filing also serves as FairPoint's reply to the
comments of the Joint CLECs on FairPoint's proposed schedule for Docket No. 2009-291, which were
contained in Section II of the Motion.

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In effect, the Joint CLECs seek to consolidate these two proceedings into a single proceeding, in which hearings would not be held until June of 2012, almost a year from now. The consolidation of these two proceedings is not justified and would only serve to further delay decision on the relatively straight-forward issues in the so-called dollars at risk proceeding in Docket No. 2009-291. Furthermore, the schedule proposed by the Joint CLECs, whether as a joint schedule or as applying solely to the Simplified PAP docket (Docket No. 2009-334), is unreasonably and unnecessarily prolonged and is an invitation to administrative inefficiency (as work would expand to fill the time available). Accordingly, the Motion should be denied.

I.   **Consolidation of the two proceedings is not necessary, nor reasonable.**

Almost four months after FairPoint initiated these two proceedings, the Joint CLECs now move to consolidate the two proceedings and consume nearly another year of the parties' and this Commission's time. The motion was filed only after the Hearing Examiner set a deadline for the Joint CLECs to comment on FairPoint's proposed schedule for Docket No. 2009-291, and after FairPoint filed its Direct Testimony, which now postures the case for the immediate commencement of processing. The timing of the motion and the thinness of its justification suggests that the objective of the motion is not administrative efficiency, but instead simple delay tactics.

The basic issue in Docket No. 2009-291 is the determination of the appropriate amount of exposure to FairPoint of total PAP credits for purposes of the current PAP. As demonstrated in FairPoint's Direct Testimony, filed on July 6, 2011, the amount at risk in the current PAP is excessive and unrelated to what is necessary to provide the appropriate level of incentive that corresponds to the activities subject to the PAP. Despite the efforts of the Joint CLECs to link the two dockets, the fact remains that the issues involved in Docket No. 2009-291 involve only the dollars at risk – a static figure that is unaffected by the resolution of issues regarding the

metrics standards, scoring system and overall structure of the Simplified PAP. It is simply a number to which the calculated factor under the existing PAP will be applied.

The Joint CLECs state that evaluation of the proper level of dollars at risk will require analysis and comparison of "past performance" and a determination of whether the dollars at risk "under the current PAP" have met the objectives of the PAP. Assuming that this evaluation and analysis is necessary, the fact remains that it is unrelated to the issues regarding the design of a different, simplified, PAP going forward. The Joint CLECs' efforts to shoehorn the dollars at risk amount in the existing PAP into a proceeding regarding an entirely new performance plan should be rejected by the Commission as unnecessary.

The Joint CLECs also argue that consolidation will make more efficient use of the resources of the parties. However, the value of this argument is seriously undermined by the fact that the dollars at risk proceeding in New Hampshire has been stayed, and that the Joint CLECs and their affiliates are presently urging the New Hampshire Public Utilities Commission to continue the stay. (See Attachment A.) Consequently, even if the dollars at risk proceeding is consolidated in Maine and Vermont, there will still be duplication of effort in re-litigating the issue in New Hampshire.

Furthermore, consolidation can lead to more efficient use of resources only if the matters being consolidated are sufficiently related to each other. In this case, however, the focus of the two dockets is entirely different and an attempt to process both dockets under the identical procedural schedule is not likely to bring any efficiencies. Rather, it may lead to unnecessary confusion and likely only serve to prolong the decision-making process in Docket No. 2009-291, which should otherwise be ready for a hearing by October 2011. The Joint CLECs assert that processing the dockets separately will distract the parties from attention to the Simplified PAP docket. FairPoint asserts the result will be opposite: that the consolidation of two distinct

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dockets is potentially a greater source of distraction. Accordingly, FairPoint requests that the Commission reject the request for consolidation of the two dockets and establish a schedule for the processing of the dollars at risk docket, consistent with the schedule proposed by FairPoint on July 1, 2011.

II.   **The Joint CLECs' objections to FairPoint's Proposed Schedule for Docket No. 2009-291 are baseless.**

In Section II of their Motion, the Joint CLECs complain that the schedule proposed by FairPoint is not realistic and too aggressive. The Joint CLECs act as if this proceeding started yesterday. Prior to the adoption of FairPoint's proposed schedule, the Joint CLECs have had three months to consider their discovery and testimony, during a time in which they were burdened with no significant activity in this docket. Furthermore, the activities which the Motion claims are necessary to deciding the dollars at risk case do not need a year to complete. Assuming all of these activities are even necessary, the "detailed information concerning FairPoint's performance" and information regarding "the PAP penalties paid" is already readily available if the Joint CLECs wish to ask. (It is not necessary, as implied by the Joint CLECs, to complete the PAP audit in New Hampshire before a reasonable analysis can be conducted.) Also, the "vetting of the conditions" is a type of regulatory process that can be conducted within a few weeks, as distinguished from the many months suggested by the Joint CLECs.

The schedule as currently proposed by FairPoint would result in a decision within about nine months after Docket No. 2009-291 was initiated. If the Commission can complete a full-blown rate case within that time and complete a major reorganization case within three months less than that amount of time, there is no reason to believe that the discreet and limited issues

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in Docket No. 2009-291 cannot be completed within the timeframe of the schedule proposed by FairPoint.[2]

The Joint CLECs might perhaps argue that FairPoint should be indifferent to the length of time it takes to complete this proceeding, given that FairPoint proposes that the new dollars at risk amount be made effective retroactively as of March 31, 2011. However, it is not presently known whether and to what extent the Commission will implement FairPoint's request. Moreover, the fact that a decision may be implemented retroactively is not a compelling reason for the Commission to not render a decision in the proceeding within a reasonable amount of time, and to eliminate the unnecessary burden and uncertainty associated with a prolonged proceeding.[3]

III. The CLECs' proposed consolidated schedule is not reasonable.

Regardless of whether the Joint CLECs' proposed schedule applies to both Dockets or just to the Simplified PAP Docket, the schedule is unreasonable. While FairPoint agrees that the holding of workshops to reduce discovery and increase understanding is reasonable, and that it is reasonable that such workshops be held jointly among the three states, FairPoint believes that the timeline proposed by the Joint CLECs contains unneeded steps and is much too attenuated. When one adds an estimated two months after the proposed June 2012 hearings for briefing and decision, at a minimum, it is apparent that the proposed schedule will result in a decision being made more than a year from now. The schedule has too many steps

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[2] The repeated references by the Joint CLECs to the Commission's ongoing inquiry into regulatory reform and the suspension of regulatory activity in this Docket during the Chapter 11 proceedings is not relevant to the question of what is a reasonable timeframe for processing Docket No. 2009-291 at this time. If the Chapter 11 proceedings had not been necessary, FairPoint expects that the Commission would have completed processing of Docket No. 2009-291 within a timeframe similar to that currently being proposed by FairPoint.

[3] In the event the CLECs advise the Commission of their agreement with a retroactive application of the adjusted dollars at risk back to April 2011, then FairPoint would be amenable to a more extended schedule than initially proposed. Nonetheless, it simply is not necessary to extend the procedural schedule in this docket by nearly another full year given the nature of the issues.

and too much time between many of the steps to be considered to be an example of administrative efficiency.

Attached is a proposed schedule FairPoint has prepared which retains much of the structure of the Joint CLECs' schedule but contains a timeline that is more reflective of the desire to reach a decision in a timely and efficient manner. (Attachment B.) Among one of the salient features of the schedule is the holding of a number of workshops, which can be more productive and produce more efficiency if they are held jointly among the three states. Similarly, other deadlines, such as discovery and testimony deadlines, are synchronized among the states. As can be seen, FairPoint believes that a more reasonable schedule will have the cases ready for hearing by February 2012.

FairPoint believes that the establishment of such a unified schedule among the three states, with a February timeframe for hearings, will be of substantial benefit to the Northern New England regulatory agencies, the parties and FairPoint. In fact, FairPoint has attempted to develop with the Joint CLECs an agreed upon three-state schedule consolidating the dollars at risk Docket and the Simplified PAP Docket in each of Maine, New Hampshire and Vermont. While the discussions did not prove successful, FairPoint notes that it is willing to combine the dockets in the event all three NNE regulatory agencies agree upon a reasonable common time line for discovery and hearings. If FairPoint's proposed procedural schedule is adopted, FairPoint would accept the inclusion of the Dollars at Risk Docket (2009-291) in the same schedule, provided that the Commission's Order adopting the schedule provides that the PAP dollars at risk adjustment be made effective as of March 31, 2011, and that such order be conditioned on the Joint CLECs' participation in a joint motion requesting a lift of the stay of the dollars at risk proceeding in New Hampshire. It has been almost four months since this case commenced and it is likely that it will be several more months before it is concluded. There is no reason to delay a decision on these issues any further.

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Finally, in accordance with FairPoint's practice of keeping the Commission apprised of significant developments in other states related to the Maine PAP dockets, and to facilitate the joint processing of the Simplified PAP dockets in the three states on a consistent schedule, FairPoint has attached to this Opposition and Response a copy of a consolidated metrics inventory spreadsheet, which was recently distributed to the CLECs in the Vermont Simplified PAP proceeding, which contains the current C2C and PAP metrics in Maine, New Hampshire and Vermont, FairPoint's proposed NNE SMP metrics, and the CLECs' proposed new metrics. (See Attachment C.) FairPoint believes that the filing of this document in Maine is particularly timely and relevant, given that the Joint CLECs' comments on the proposed metrics in the Simplified PAP case (Docket No. 2009-334), which were filed on July 1, 2011, are similar to comments filed by the Joint CLECs in Vermont.

V. CONCLUSION

For these reasons, FairPoint respectfully urges that the Commission:

1) deny the Joint CLECs Motion to Consolidate and Adopt Procedural Schedule;

2) proceed with its review of the PAP dollars at risk Docket (Docket No. 2009-291) separately from its review of the proposed SMP and WPP (Docket No. 2009-334), with Docket No. 2009-291 being processed in accordance with the schedule proposed by FairPoint on July 1, 2011, and Docket No. 2009-334 being processed in accordance with the attached schedule; or

3) as an alternative to (2), proceed with its review of both dockets in accordance with the attached schedule, subject to the provision that the resolution of Docket No. 2009-291 will be made retroactive to March 31, 2011 and that the Joint CLECs participate in a joint motion requesting a lift of the stay of the dollars at risk proceeding in New Hampshire.

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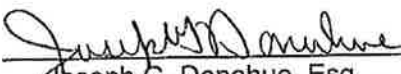
Dated at Augusta, Maine, this 15th day of July, 2011.

Respectfully submitted,

Northern New England Telephone Operations LLC
d/b/a FairPoint Communications-NNE

By its Attorneys,

PRETI FLAHERTY BELIVEAU & PACHIOS, LLP

By: _____
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July 14, 2011

Via E-Mail and U.S. Mail
Debra Howland, Executive Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

RE: DT 11-061

Dear Ms. Howland:
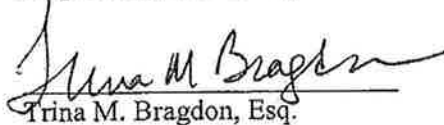
The CANNE CLECs (Freedom Ring Communications, LLC, d/b/a BayRing Communications ("BayRing"); CRC Communications of Maine, Inc. d/b/a OTT Communications ("OTT"); Biddeford Internet Corp., d/b/a Great Works Internet ("GWI"); National Mobile Communications Corp. d/b/a Sovernet Communications ("Sovernet"); Otel Telekom, Inc. ("Otel"); CTC Communications Corp., Lightship Telecom LLC, Choice One of New Hampshire Inc., and Conversent Communications of New Hampshire LLC (all d/b/a "One Communications Solutions of New Hampshire"[1]) wish to provide the Commission and its Staff with copies of filings made this week at the Maine Public Utilities Commission and the Vermont Public Service Board which requested the consolidation of proceedings related to FairPoint Communications' Performance Assurance Plan (PAP) matters and included a CLEC Proposed Consolidated Schedule that the CLECs hope will get adopted in all three states if the PAP matters are consolidated. (Copies of each of the filings are attached hereto.)

The CANNE CLECs do not request that the NHPUC take any action at this time other than to monitor the outcome of the requests made in Maine and Vermont, and to the extent appropriate, coordinate with those states on any efforts to develop a consolidated 3-state schedule. If consolidation does not take place, the CANNE CLECs believe that the proper course of conduct in New Hampshire will be to move forward with the audit of the existing PAP as quickly as possible and coordinate, to the extent possible, with the other two states on matters concerning FairPoint's PAP proposal. We do not agree that the Commission's stay in DT 09-113, the so-called PAP Waiver and/or Dollars at Risk docket, should be lifted until the audit is complete and all matters regarding FairPoint's PAP proposal have been fully addressed.
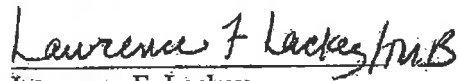
Thank you for your time regarding these matters. Please contact Trina Bragdon with any questions regarding our filings.

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[1] One Communications is now an operating subsidiary of EarthLink, Inc. and is in the process of changing its name to EarthLink Business.
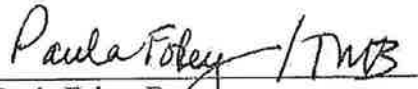
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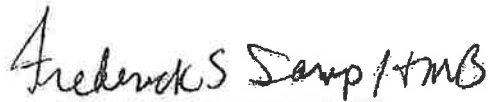
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<u>Certificate of Service</u>

I hereby certify that a copy of the foregoing has on this 14th day of July, 2011 been sent by electronic mail to the persons listed on the Electronic Service Lists.

Trina M. Bragdon

FairPoint's Proposed Consolidated Schedule[1]

Activity	Date
Develop a draft master list of current & proposed metrics	July 11, 2011
Comments on draft metrics list (confirm accuracy and completeness)	July 18, 2011
Metrics Workshop # 1 (determine which C2C & PAP metrics to include in SMP & WPP)	July 28, 2011 (9AM – 5PM)
Metrics Workshop # 2 (determine which proposed metrics to include in SMP & WPP & agree on definitions & standards for each)	July 29, 2011 (9AM – 5PM)
WPP Structure & Scoring System Workshop # 1 (FairPoint & CLECs each present proposals; begin to reach agreement)	August 10, 2011 (9AM – 5PM)
WPP Structure & Scoring System Workshop # 2 (continue reaching agreement on all aspects of plans including dollars at risk under the WPP as well as dollars at risk under the existing PAP)	August 11, 2011 (9AM – 5PM)
FairPoint Direct Testimony	September 7, 2011
Data Requests on FairPoint testimony	September 21, 2011
Responses to CLEC data requests	October 19, 2011
CLEC Direct Testimony	November 9, 2011
Data Requests on CLEC testimonies	November 16, 2011
CLEC Responses to data requests	December 14, 2011
FairPoint Rebuttal Testimony	January 4, 2012
Data Requests on Rebuttal Testimony	January 11, 2012
Data Responses	February 1, 2012
Hearings (in each state)	Feb 15, Feb 22, Feb 29, 2012

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[1] This schedule does not include the four workshops related to the New Hampshire PAP audit which appeared in the Joint CLECs' proposed schedule. FairPoint believes that these proposed workshops are overkill and serve to cause delay in resolving these dockets. However, FairPoint does agree that a workshop scheduled later in the audit process may provide useful information to the regulatory agencies and the parties to the various dockets. Therefore, FairPoint recommends that any scheduling orders combining the various dockets into a single, three-state procedural schedule include a statement to the effect that any necessary workshop related to the New Hampshire PAP audit results will be worked into the schedule at a later date.

2009-291 & 2009-334
FairPoint Opposition and Response to Joint CLECs'
Motion to Consolidate and Adopt Procedural Schedule
         July 15, 2011

ATTACHMENT C

FairPoint
Consolidated Metrics Inventory
(As of July 11, 2011)

Metric #	Metric Title	Product	VT C2C Metric	NH C2C Metric
PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	Y	Y
PO-1-01-6030	Average Response Time - Customer Service Record (CSR)	CORBA	Y	Y
PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	Y	Y
PO-1-02-6020	Average Response Time - Due Date Availability	EDI	Y	Y
PO-1-02-6030	Average Response Time - Due Date Availability	CORBA	Y	Y
PO-1-02-6050	Average Response Time - Due Date Availability	WEB GUI/LSI/W	Y	Y
PO-1-03-6020	Average Response Time - Address Validation	EDI	Y	Y
PO-1-03-6030	Average Response Time - Address Validation	CORBA	Y	Y
PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	Y	Y
PO-1-04-6020	Average Response Time - Product & Service Availability	EDI	Y	Y
PO-1-04-6050	Average Response Time - Product & Service Availability	WEB GUI/LSI/W	Y	Y
PO-1-05-6020	Average Response Time - TN Availability & Reservation	EDI	Y	Y
PO-1-05-6030	Average Response Time - TN Availability & Reservation	CORBA	Y	Y
PO-1-05-6050	Average Response Time - TN Availability & Reservation	WEB GUI/LSI/W	Y	Y
PO-1-06-6020	Average Response Time - Mech. Loop Qualification - xDSL	EDI	Y	Y
PO-1-06-6030	Average Response Time - Mech. Loop Qualification - xDSL	CORBA	Y	Y
PO-1-06-6050	Average Response Time - Mech. Loop Qualification - xDSL	WEB GUI/LSI/W	Y	Y
PO-1-07-6020	Average Response Time - Rejected Query+	EDI	Y	Y
PO-1-07-6030	Average Response Time - Rejected Query+	CORBA	Y	Y
PO-1-07-6050	Average Response Time - Rejected Query+	WEB GUI/LSI/W	Y	Y
PO-1-08-6020	% Timeouts	EDI	Y	Y
PO-1-08-6030	% Timeouts	CORBA	Y	Y
PO-1-08-6050	% Timeouts	WEB GUI/LSI/W	Y	Y
PO-1-08-xxxx	% Timeouts: Caption Listing	No product specified		
PO-1-09-6020	Parsed CSR	EDI	Y	Y

FairPoint
Consolidated Metrics Inventory
(As of July 11, 2011)

PO-1-09-6030	Parsed CSR	CORBA	Y	Y
PO-1-11-6020	% Response Time > 14 Seconds - Customer Service Record (CSR)	EDI		
PO-1-11-6050	% Response Time > 14 Seconds - Customer Service Record (CSR)	WEB GUI/LSI/W		
PO-1-13-6020	% Response Time > 20 Seconds - Address Validation	EDI		
PO-1-13-6050	% Response Time > 20 Seconds - Address Validation	WEB GUI/LSI/W		
PO-1-16-6020	% Response Time > 14 Seconds- Mech. Loop Qualification - xDSL	EDI		
PO-1-16-6050	% Response Time > 14 Seconds- Mech. Loop Qualification - Xdsl	WEB GUI/LSI/W		
PO-1-xx-xxxx	% Pre-Order Request processed electronically - captioned listings	No product specified		
PO-1-xx-xxxx	% Pre-order Request processed electronically Directory Listings Data	No product specified		
PO-1-xx-xxxx	% Pre-Order Request processed electronically - CSI Inquiries (complex and government accounts)	No product specified		
PO-1-xx-xxxx	% Pre-Order request processed eletronically - cabs information	No product specified		
PO-1-xx-xxxx	% Incomplete CSRs lacking feature detail, hunting and listing information	No product specified		
PO-1-xx-xxxx	% incomplete CSRs lacking pricing and/or contract information	No product specified		

FairPoint
Consolidated Metrics Inventory
(As of July 11, 2011)

PO-1-xx-xxxx	% Records with missing TNs and/or addresses	No product specified		
PO-1-xx-xxxx	% Time missing TN or/and addressed updated within 24 hours after FairPoint notified of missing data	No product specified		
PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS	Y	Y
PO-2-02-6020	OSS Interface Availability - Prime Time	EDI	Y	Y
PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA	Y	Y
PO-2-02-6060	OSS Interface Availability - Prime Time	Maintenance - Electronic Bonding Interface	Y	Y
PO-2-02-6080	OSS Interface Availability - Prime Time	Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined	Y	Y
PO-2-03-6010	OSS Interface Availability - Non-Prime-Time	WPTS	Y	Y
PO-2-03-6020	OSS Interface Availability - Non-Prime Time	EDI	Y	Y
PO-2-03-6030	OSS Interface Availability - Non-Prime Time	CORBA	Y	Y
PO-2-03-6060	OSS Interface Availability - Non-Prime Time	Maintenance - Electronic Bonding Interface	Y	Y

FairPoint
Consolidated Metrics Inventory
(As of July 11, 2011)

PO-2-03-6080	OSS Interface Availability - Non-Prime Time	Maintenance Web GUI (RETAS) / Pre-ordering/Ordering Web GUI combined	Y	Y
PO-3-02-1000	% Answered within 30 Seconds - Ordering	Resale & UNE combined	Y	Y
PO-3-04-1000	% Answered within 30 Seconds - Repair	Resale & UNE combined	Y	Y
PO-4-01-6600	% Change Management Notices and Confirmations Sent on Time	Change Not. and Conf. Type 1,2,3,4 and 5 (combined)		
PO-4-01-6622	% Change Management Notices Sent on Time	Change Confirmation - Type 2 - Regulatory	Y	Y
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	Change notification all types		
PO-4-01-6661	% Change Management Notices Sent on Time	Change Notification: Type 3 - Industry Standard Type - 4 VZ Originated and Type 5 CLEC Originated (combined)	Y	Y
PO-4-01-6662	% Change Management Notices Sent on Time	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	Y	Y
PO-4-01-6671	% Change Management Notices Sent on Time	Change Notification: Type 1 - Emergency Maintenance and Type 2 Regulatory (combined)	Y	Y
PO-4-02-6622	Change Management Notice - Delay one (1) to seven (7) days	Change Confirmation - Type 2 - Regulatory	Y	Y

PO-4-02-6661	Change Management Notice - Delay one (1) to seven (7) days	Change Notification: Type 3 - Industry Standard Type - 4 VZ Originated and Type 5 CLEC Originated (combined)	Y	Y
PO-4-02-6662	Change Management Notice - Delay one (1) to seven (7) days	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	Y	Y
PO-4-02-6671	Change Management Notice - Delay one (1) to seven (7) days	Change Notification: Type 1 - Emergency Maintenance and Type 2 Regulatory (combined)	Y	Y
PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-5)	Change notification all types		
PO-4-03-6622	Change Management Notice - Delay eight (8) plus days	Change Confirmation - Type 2 - Regulatory	Y	Y
PO-4-03-6661	Change Management Notice - Delay eight (8) plus days	Change Notification: Type 3 - Industry Standard Type - 4 VZ Originated and Type 5 CLEC Originated (combined)	Y	Y
PO-4-03-6662	Change Management Notice - Delay eight (8) plus days	Change Confirmation: Type 3 - Industry Standard Type 4 VZ Originated and Type 5 CLEC Originated (combined)	Y	Y
PO-4-03-6671	Change Management Notice - Delay eight (8) plus days	Change Notification: Type 1 - Emergency Maintenance and Type 2 Regulatory (combined)	Y	Y
PO-5-01-6000	% On Time Notice of Interface Outage	Systems Metrics	Y	Y
PO-6-01-6000	Software Validation	Systems Metrics	Y	Y

PO-7-01-6000	% Software Problem Resolution Timeliness	Systems Metrics	Y	Y
PO-7-02-6000	Delay Hours - Software Resolution - Change - Transactions failed - no workaround	Systems Metrics	Y	Y
PO-7-03-6000	Delay Hours - Software Resolution - Change - Transactions failed with workaround	Systems Metrics	Y	Y
PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions - Transactions failed no workaround	Systems Metrics	Y	Y
PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics	Y	Y
PO-8-02-6000	% On Time - Engineering Record Request	Systems Metrics	Y	Y
OR-1-02-2100	% On Time LSRC - Flow Through	Resale POTS		
OR-1-02-2320	% On Time LSRC - Flow Through	Resale POTS/Pre-qualified Complex	Y	Y
OR-1-02-3140	% On Time LSRC - Flow Through	UNE POTS Platform	Y	Y
OR-1-02-3331	% On Time LSRC - Flow Through	UNE Loop/Pre-qualified Complex/LNP	Y	Y
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	UNE/RESALE SPECIALS		
OR-1-04-1341	% On Time LSRC - No Facility Check	UNE/RESALE 2 W Digital		
OR-1-04-2100	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale POTS		
OR-1-04-2210	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale Specials DS0	Y	Y
OR-1-04-2211	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale Specials DS1	Y	Y
OR-1-04-2213	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale Specials DS3	Y	Y
OR-1-04-2214	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale Specials (Non DS0, Non DS1 & Non DS3)	Y	Y
OR-1-04-2320	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale POTS/Pre-qualified Complex	Y	Y
OR-1-04-2341	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	Resale 2-Wire Digital Services	Y	Y

Code	Metric	Category		
OR-1-04-3140	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	UNE POTS Platform	Y	Y
OR-1-04-3210	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	UNE Specials DS0	Y	Y
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	UNE POTS TOTAL		
OR-1-04-3331	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	UNE Loop/Pre-qualified Complex/LNP	Y	Y
OR-1-04-3340	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)	Y	Y
OR-1-04-3341	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	UNE 2-Wire Digital Loops	Y	Y
OR-1-04-3342	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)	UNE 2-Wire xDSL Loops	Y	Y
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	UNE/RESALE SPECIALS		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
OR-1-06-2100	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale POTS		
OR-1-06-2210	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale Specials DS0	Y	Y
OR-1-06-2211	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale Specials DS1	Y	Y
OR-1-06-2213	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale Specials DS3	Y	Y
OR-1-06-2214	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale Specials (Non DS0, Non DS1 & Non DS3)	Y	Y
OR-1-06-2320	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale POTS/Pre-qualified Complex	Y	Y
OR-1-06-2341	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	Resale 2-Wire Digital Services	Y	Y
OR-1-06-3140	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE POTS Platform	Y	Y
OR-1-06-3200	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE Specials		
OR-1-06-3210	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE Specials DS0	Y	Y
OR-1-06-3211	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE Specials DS1	Y	Y
OR-1-06-3213	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE Specials DS3	Y	Y
OR-1-06-3214	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE Specials (Non DS0, Non DS1 & Non DS3)	Y	Y

OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	UNE POTS TOTAL		
OR-1-06-3331	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE Loop/Pre-qualified Complex/LNP	Y	Y
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)	Y	Y
OR-1-06-3341	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE 2-Wire Digital Loops	Y	Y
OR-1-06-3342	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)	UNE 2-Wire xDSL Loops	Y	Y
OR-1-08-3210	% On Time ASRC - No Facility Check (Fax/Mail)	UNE Specials DS0	Y	Y
OR-1-10-3210	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS0	Y	Y
OR-1-10-3211	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS1	Y	Y
OR-1-10-3213	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials DS3	Y	Y
OR-1-10-3214	% On Time ASRC - Facility Check (Fax/Mail)	UNE Specials (Non DS0, Non DS1 & Non DS3)	Y	Y
OR-1-12-5020	% On Time FOC	Interconnection Trunks (CLEC) (<= 192 Forecasted Trunks)	Y	Y
OR-1-12-5030	% On Time FOC	Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	Y	Y
OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnection Trunks (CLEC)	Y	Y
OR-1-19-5020	% On Time Response - Request for Inbound Augment Trunks	FairPoint Inbound Augment Trunks (<= 192 Trunks)	Y	Y
OR-1-19-5030	% On Time Response - Request for Inbound Augment Trunks	FairPoint Inbound Augment Trunks (> 192 Trunks)	Y	Y
OR-1-xx-xxxx	% Electronically submitted orders requiring manual intervention where manual processing is completed within 24 hours	No product specified		
OR-2-02-2100	% On Time LSR Reject (Flow-Through)	Resale POTS		

OR-2-02-2320	% On Time LSR Reject (Flow-Through)	Resale POTS/Pre-qualified Complex	Y	Y
OR-2-02-3140	% On Time LSR Reject (Flow-Through)	UNE POTS Platform	Y	Y
OR-2-02-3331	% On Time LSR Reject (Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	Y	Y
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	UNE/RESALE SPECIALS		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
OR-2-04-2100	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale POTS		
OR-2-04-2200	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale Specials	Y	Y
OR-2-04-2320	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale POTS/Pre-qualified Complex	Y	Y
OR-2-04-2341	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	Resale 2-Wire Digital Services	Y	Y
OR-2-04-3140	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE POTS Platform	Y	Y
OR-2-04-3200	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE Specials	Y	Y
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	UNE POTS TOTAL		
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE Loop/Pre-qualified Complex/LNP	Y	Y
OR-2-04-3340	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)	Y	Y
OR-2-04-3341	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE 2-Wire Digital Loops	Y	Y
OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)	UNE 2-Wire xDSL Loops	Y	Y
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	UNE/RESALE SPECIALS		

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OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
OR-2-06-2100	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale POTS		
OR-2-06-2200	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale Specials	Y	Y
OR-2-06-2320	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale POTS/Pre-qualified Complex	Y	Y
OR-2-06-2341	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	Resale 2-Wire Digital Services	Y	Y
OR-2-06-3140	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE POTS Platform	Y	Y
OR-2-06-3200	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials	Y	
OR-2-06-3210	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials DS0		Y
OR-2-06-3211	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials DS1		Y
OR-2-06-3213	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials DS3		Y
OR-2-06-3214	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Specials (Non DS0, Non DS1 & Non DS3)		Y
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	UNE POTS TOTAL		
OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE Loop/Pre-qualified Complex/LNP	Y	Y
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)	Y	Y
OR-2-06-3341	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE 2-Wire Digital Loops	Y	Y

OR-2-06-3342	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)	UNE 2-Wire xDSL Loops	Y	Y
OR-2-08-3200	% On Time Reject - No Facility Check (Fax)	UNE Specials	Y	Y
OR-2-10-3200	% On Time Reject - Facility Check (Fax)	UNE Specials	Y	Y
OR-2-12-5020	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (<= 192 Forecasted Trunks)	Y	Y
OR-2-12-5030	% On Time Trunk ASR Reject	Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	Y	Y
OR-2-xx-xxxx	% rejected orders due to missing/inaccurate data where the data was present on the CSR	No product specified		
OR-3-01-2000	% Rejects	Resale	Y	Y
OR-3-01-3000	% Rejects	UNE	Y	Y
OR-3-02-1000	% LSR Resubmission Not Rejected	Resale & UNE combined (EDI)	Y	Y
OR-4-11-1000	% Completed orders with neither a PCN nor BCN sent	Resale & UNE combined (EDI)	Y	Y
OR-4-16-1000	% Provisioning Completion Notifiers sent within one (1) Business Day	Resale & UNE combined (EDI)	Y	Y
OR-4-17-1000	% Billing Completion Notifiers sent on time	Resale & UNE combined (EDI)	Y	Y
OR-4-xx-xxxx	% CSR updates completed within 10 days of order completion	No product specified		
OR-4-xx-xxxx	% Orders w/ PCN/BCN prior to order completion	No product specified		
OR-5-01-2000	% Flow Through - Total	Resale	Y	Y
OR-5-01-3000	% Flow Through - Total	UNE POTS - Total		
OR-5-01-3112	% Flow Through - Total	UNE POTS - Loop	Y	Y

OR-5-01-3121	% Flow Through - Total	UNE POTS - Other	Y	Y
OR-5-01-3140	% Flow Through - Total	UNE POTS Platform	Y	Y
OR-5-03-2000	% Flow Through Achieved	Resale	Y	Y
OR-5-03-3000	% Flow Through Achieved	UNE POTS - Total		
OR-5-03-3112	% Flow Through Achieved	UNE POTS - Loop	Y	Y
OR-5-03-3121	% Flow Through Achieved	UNE POTS - Other	Y	Y
OR-5-03-3140	% Flow Through Achieved	UNE POTS Platform	Y	Y
OR-6-01-1000	% Service Order Accuracy	Resale and UNE Loop/Complex/LNP (combined)	Y	Y
OR-6-0x-xxxx	Firm Order Confirmation and Reject Response Completeness	NO PRODUCT PROVIDED		
OR-6-03-2000	% Accuracy - LSRC	Resale	Y	Y
OR-6-03-3140	% Accuracy - LSRC	UNE POTS Platform	Y	Y
OR-6-03-3331	% Accuracy - LSRC	UNE Loop/Complex/LNP	Y	Y
OR-6-04-1040	% Accuracy - Directory Listing	All Directory Listings		Y
OR-7-01-2000	% Order Confirmation/Rejects sent within Three (3) Business Days	Resale	Y	Y
OR-7-01-3140	% Order Confirmation/Rejects sent within Three (3) Business Days	UNE POTS Platform	Y	Y
OR-7-01-3331	% Order Confirmation/Rejects sent within Three (3) Business Days	UNE Loop	Y	Y
OR-8-01-2000	% Acknowledgements on Time	Resale	Y	Y
OR-8-01-3000	% Acknowledgements on Time	UNE	Y	Y
OR-9-01-2000	% Acknowledgement Completeness	Resale	Y	Y
OR-9-01-3000	% Acknowledgement Completeness	UNE	Y	Y
OR-10-01-1000	% of PON Exceptions Resolved Within Three (3) Business Days	Resale & UNE combined	Y	Y
OR-10-02-1000	% of PON Exceptions Resolved Within Ten (10) Business Days	Resale & UNE combined	Y	Y
OR-11-01-1130	% Resale/UNE-P Provider Notifications in Days	Resale & UNE-P combined	Y	Y

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OR-12-01-xxxx	% Accuracy White Pages Directory Listings	LVR Listings		
OR-13-01-3523	% of Large Job Hot Cut Project Negotiations Completed	UNE Loop - Large Job Hot Cut	Y	Y
OR-x-xx-xxxx	% orders trackec by CLECs manually and/or requiring SPOC intervention	No product specified		
OR-x-xx-xxxx	% RPON orders requiring manual intervention to coordinate	No product specified		
OR-x-xx-xxxx	% Incorrect "listing does not exist" responses on directory listing orders	No product specified		
OR-x-xx-xxxx	% Supplemented orders for which FOC/PCN or/and BCN was sent for the original version of the order	No product specified		
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Resale POTS Business	Y	Y
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Resale POTS Residence	Y	Y

PR-1-01-2341	Average Interval Offered - Total No Dispatch	Resale 2-Wire Digital Services	Y	Y
PR-1-01-3140	Average Interval Offered - Total No Dispatch	UNE POTS Platform	Y	Y
PR-1-01-3341	Average Interval Offered - Total No Dispatch	UNE 2-Wire Digital Loops	Y	Y
PR-1-01-3342	Average Interval Offered - Total No Dispatch	UNE 2-Wire xDSL Loops	Y	Y
PR-1-01-3343	Average Interval Offered - Total No Dispatch	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-1-01-3345	Average Interval Offered - Total No Dispatch	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-1-02-2341	Average Interval Offered - Total Dispatch	Resale 2-Wire Digital Services	Y	Y
PR-1-02-3341	Average Interval Offered - Total Dispatch	UNE 2-Wire Digital Loops	Y	Y
PR-1-02-3342	Average Interval Offered - Total Dispatch	UNE 2-Wire xDSL Loops	Y	Y
PR-1-02-3343	Average Interval Offered - Total Dispatch	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-1-02-3345	Average Interval Offered - Total Dispatch	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-1-03-2110	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Business	Y	Y
PR-1-03-2120	Average Interval Offered - Dispatch one (1) to five (5) Lines	Resale POTS Residence	Y	Y
PR-1-03-3112	Average Interval Offered - Dispatch one (1) to five (5) Lines	UNE POTS Loop	Y	Y
PR-1-03-3140	Average Interval Offered - Dispatch one (1) to five (5) Lines	UNE POTS Platform	Y	Y
PR-1-04-2100	Average Interval Offered - Dispatch six (6) to nine (9) Lines	Resale POTS	Y	Y
PR-1-04-3112	Average Interval Offered - Dispatch six (6) to nine (9) Lines	UNE POTS Loop	Y	Y
PR-1-04-3140	Average Interval Offered - Dispatch six (6) to nine (9) Lines	UNE POTS Platform	Y	Y
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Resale POTS	Y	Y
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines)	UNE POTS Loop	Y	Y
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines)	UNE POTS Platform	Y	Y
PR-1-06-2210	Average Interval Offered - Specials DS0	Resale DS0	Y	Y

PR-1-06-3210	Average Interval Offered - Specials DS0	UNE DS0	Y	Y
PR-1-07-2211	Average Interval Offered - Specials DS1	Resale DS1	Y	Y
PR-1-07-3211	Average Interval Offered - Specials DS1	UNE DS1	Y	Y
PR-1-08-2213	Average Interval Offered - Specials DS3	Resale DS3	Y	Y
PR-1-08-3213	Average Interval Offered - Specials DS3	UNE DS3	Y	Y
PR-1-09-3511	Average Interval Offered - Total	UNE EEL Backbone	Y	Y
PR-1-09-3512	Average Interval Offered - Total	UNE EEL Loop	Y	Y
PR-1-09-3530	Average Interval Offered - Total	UNE IOF	Y	Y
PR-1-09-5020	Average Interval Offered - Total	Interconnection Trunks ((CLEC) <= 192 Trunks)	Y	Y
PR-1-09-5030	Average Interval Offered - Total	Interconnection Trunks ((CLEC) > 192 and Unforecasted Trunks)	Y	Y
PR-1-12-2103	Average Interval Offered - Disconnects	Resale POTS/Complex	Y	Y
PR-1-12-2200	Average Interval Offered - Disconnects	Resale Specials	Y	Y
PR-1-12-3133	Average Interval Offered - Disconnects	UNE POTS & Complex	Y	Y
PR-1-12-3200	Average Interval Offered - Disconnects	UNE Specials	Y	Y
PR-1-13-3525	Average Interval Offered - Hot Cuts - No Dispatch	UNE POTS Loop - Batch Hot Cut (all line size)	Y	Y
PR-1-13-3529	Average Interval Offered - Hot Cuts - No Dispatch	UNE POTS Loop - Basic Hot Cut (21 lines and greater)	Y	Y
PR-3-01-2100	% Completed in one (1) Day one (1) to five (5) Lines - No Dispatch	Resale POTS	Y	Y
PR-3-01-3140	% Completed in one (1) Day one (1) to five (5) Lines - No Dispatch	UNE POTS Platform	Y	Y
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
PR-3-03-3343	% Completed in three (3) Days one (1) to five (5) Lines - No Dispatch	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-3-03-3345	% Completed in three (3) Days one (1) to five (5) Lines - No Dispatch	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-3-06-2100	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	Resale POTS	Y	Y

PR-3-06-3113	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	UNE POTS Loop New	Y	Y
PR-3-06-3140	% Completed in three (3) Days one (1) to five (5) Lines - Dispatch	UNE POTS Platform	Y	Y
PR-3-08-3534	% Completed in five (5) days - No Dispatch	UNE Basic Hot Cut Loops (1-10 lines)	Y	Y
PR-3-09-2100	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	Resale POTS	Y	Y
PR-3-09-3113	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	UNE POTS Loop New	Y	Y
PR-3-09-3140	% Completed in five (5) Days one (1) to five (5) Lines - Dispatch	UNE POTS Platform	Y	Y
PR-3-10-3341	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2-Wire Digital Loops	Y	Y
PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2-Wire xDSL Loops	Y	Y
PR-3-11-3528	% Completed in 10 Business Days	UNE POTS Loop Basic Hot Cut (11 to 20 lines)	Y	Y
PR-3-12-3531	% Completed in 15 Business Days	UNE POTS Loop Large Job Hot Cut (1-5 lines)	Y	Y
PR-3-12-3532	% Completed in 15 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more lines)	Y	Y
PR-3-13-3531	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (1-5 lines)	Y	Y

PR-3-13-3532	% Completed in 26 Business Days	UNE POTS Loop Large Job Hot Cut (6 or more lines)	Y	Y
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	UNE/RESALE DS0		
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	UNE/RESALE DS1		
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	UNE/RESALE DS3		
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	UNE/RESALE SPECIAL OTHER		
PR-4-01-2210	% Missed Appointment - FairPoint - Total	Resale Specials DS0	Y	Y
PR-4-01-2211	% Missed Appointment - FairPoint - Total	Resale Specials DS1	Y	Y
PR-4-01-2213	% Missed Appointment - FairPoint - Total	Resale Specials DS3	Y	Y
PR-4-01-2214	% Missed Appointment - FairPoint - Total	Resale Specials (Non DS0, Non DS1 & Non DS3)	Y	Y
PR-4-01-3210	% Missed Appointment - FairPoint - Total	UNE Specials DS0	Y	Y
PR-4-01-3211	% Missed Appointment - FairPoint - Total	UNE Specials DS1	Y	Y
PR-4-01-3213	% Missed Appointment - FairPoint - Total	UNE Specials DS3	Y	Y
PR-4-01-3214	% Missed Appointment - FairPoint - Total	UNE Specials (Non DS0, Non DS1 & Non DS3)	Y	Y
PR-4-01-3510	% Missed Appointment - FairPoint - Total	UNE EEL	Y	Y
PR-4-01-3530	% Missed Appointment - FairPoint - Total	UNE IOF	Y	Y
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	UNE/RESALE SPECIALS		
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
PR-4-02-2100	Average Delay Days - Total	Resale POTS	Y	Y
PR-4-02-2200	Average Delay Days - Total	Resale Specials	Y	Y
PR-4-02-2341	Average Delay Days - Total	Resale 2-Wire Digital Services	Y	Y
PR-4-02-3100	Average Delay Days - Total	UNE POTS	Y	Y
PR-4-02-3200	Average Delay Days - Total	UNE Specials	Y	Y
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
PR-4-02-3341	Average Delay Days - Total	UNE 2-Wire Digital Loops	Y	Y

PR-4-02-3342	Average Delay Days - Total	UNE 2-Wire xDSL Loops	Y	Y
PR-4-02-3343	Average Delay Days - Total	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-4-02-3345	Average Delay Days - Total	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-4-02-3510	Average Delay Days - Total	UNE EEL	Y	Y
PR-4-02-3530	Average Delay Days - Total	UNE IOF	Y	Y
PR-4-02-5000	Average Delay Days - Total	Interconnection Trunks (CLEC)	Y	Y
PR-4-03-2100	% Missed Appointment - Customer	Resale POTS	Y	Y
PR-4-03-2200	% Missed Appointment - Customer	Resale Specials	Y	Y
PR-4-03-2341	% Missed Appointment - Customer	Resale 2-Wire Digital Services	Y	Y
PR-4-03-3100	% Missed Appointment - Customer	UNE POTS	Y	Y
PR-4-03-3200	% Missed Appointment - Customer	UNE Specials	Y	Y
PR-4-03-3341	% Missed Appointment - Customer	UNE 2-Wire Digital Loops	Y	Y
PR-4-03-3342	% Missed Appointment - Customer	UNE 2-Wire xDSL Loops	Y	Y
PR-4-03-3343	% Missed Appointment - Customer	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-4-03-3345	% Missed Appointment - Customer	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-4-03-3510	% Missed Appointment - Customer	UNE EEL	Y	Y
PR-4-03-3530	% Missed Appointment - Customer	UNE IOF	Y	Y
PR-4-03-5000	% Missed Appointment - Customer	Interconnection Trunks (CLEC)	Y	Y
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
PR-4-04-2100	% Missed Appointment - FairPoint - Dispatch	Resale POTS	Y	Y
PR-4-04-2341	% Missed Appointment - FairPoint - Dispatch	Resale 2-Wire Digital Services	Y	Y
PR-4-04-3113	% Missed Appointment - FairPoint - Dispatch	UNE POTS Loop New	Y	Y
PR-4-04-3140	% Missed Appointment - FairPoint - Dispatch	UNE POTS Platform	Y	Y
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
PR-4-04-3341	% Missed Appointment - FairPoint - Dispatch	UNE 2-Wire Digital Loops	Y	Y
PR-4-04-3343	% Missed Appointment - FairPoint - Dispatch	UNE 2-Wire xDSL - Line Sharing	Y	Y

PR-4-04-3345	% Missed Appointment - FairPoint - Dispatch	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
PR-4-05-2100	% Missed Appointment - FairPoint - No Dispatch	Resale POTS	Y	Y
PR-4-05-2341	% Missed Appointment - FairPoint - No Dispatch	Resale 2-Wire Digital Services	Y	Y
PR-4-05-3113	% Missed Appointment - FairPoint - No Dispatch	UNE POTS Loop New	Y	Y
PR-4-05-3140	% Missed Appointment - FairPoint - No Dispatch	UNE POTS Platform	Y	Y
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
PR-4-05-3341	% Missed Appointment - FairPoint - No Dispatch	UNE 2-Wire Digital Loops	Y	Y
PR-4-05-3343	% Missed Appointment - FairPoint - No Dispatch	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-4-05-3345	% Missed Appointment - FairPoint - No Dispatch	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP	Y	Y
PR-4-08-2200	% Missed Appointment - Customer - Due to Late Order Confirmation	Resale Specials	Y	Y
PR-4-08-2341	% Missed Appointment - Customer - Due to Late Order Confirmation	Resale 2-Wire Digital Services	Y	Y
PR-4-08-3200	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE Specials	Y	Y
PR-4-08-3341	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE 2-Wire Digital Loops	Y	Y
PR-4-08-3342	% Missed Appointment - Customer - Due to Late Order Confirmation	UNE 2-Wire xDSL Loops	Y	Y
PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2-Wire xDSL Loops	Y	Y
PR-4-15-5000	% On Time Provisioning - Trunks	Interconnection Trunks (CLEC)	Y	Y
PR-4-xx-xxxx	% DSL orders provisioned based upon accurate information from FairPoint's loop qualification response	No product specified		

PR-4-xx-xxxx	% On Time	DSR		
PR-4-xx-xxxx	% Directory data base updates completed within 3 days of order completion	No product specified		
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	UNE/RESALE SPECIALS		
PR-5-01-2100	% Missed Appointment - FairPoint - Facilities	Resale POTS	Y	Y
PR-5-01-2200	% Missed Appointment - FairPoint - Facilities	Resale Specials	Y	Y
PR-5-01-2341	% Missed Appointment - FairPoint - Facilities	Resale 2-Wire Digital Services	Y	Y
PR-5-01-3112	% Missed Appointment - FairPoint - Facilities	UNE POTS Loop	Y	Y
PR-5-01-3140	% Missed Appointment - FairPoint - Facilities	UNE POTS Platform	Y	Y
PR-5-01-3200	% Missed Appointment - FairPoint - Facilities	UNE Specials	Y	Y
PR-5-01-3341	% Missed Appointment - FairPoint - Facilities	UNE 2-Wire Digital Loops	Y	Y
PR-5-01-3342	% Missed Appointment - FairPoint - Facilities	UNE 2-Wire xDSL Loops	Y	Y
PR-5-01-3343	% Missed Appointment - FairPoint - Facilities	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-5-01-3345	% Missed Appointment - FairPoint - Facilities	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-5-01-5000	% Missed Appointment - FairPoint - Facilities	Interconnection Trunks (CLEC)	Y	Y
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	UNE/RESALE SPECIALS		
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS	Y	Y
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Resale Specials	Y	Y

PR-5-02-2341	% Orders Held for Facilities > 15 Days	Resale 2-Wire Digital Services	Y	Y
PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE POTS Loop	Y	Y
PR-5-02-3140	% Orders Held for Facilities > 15 Days	UNE POTS Platform	Y	Y
PR-5-02-3200	% Orders Held for Facilities > 15 Days	UNE Specials	Y	Y
PR-5-02-3341	% Orders Held for Facilities > 15 Days	UNE 2-Wire Digital Loops	Y	Y
PR-5-02-3342	% Orders Held for Facilities > 15 Days	UNE 2-Wire xDSL Loops	Y	Y
PR-5-02-3343	% Orders Held for Facilities > 15 Days	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-5-02-3345	% Orders Held for Facilities > 15 Days	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Interconnection Trunks (CLEC)	Y	Y
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Interconnection Trunks (CLEC)	Y	Y
PR-5-04-3112	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE POTS Loop	Y	Y
PR-5-04-3200	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE Specials	Y	Y
PR-5-04-3341	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE 2-Wire Digital Loops	Y	Y
PR-5-04-3342	% Orders Cancelled (> five (5) days) after Due Date - Due to Facilities	UNE 2-Wire xDSL Loops	Y	Y
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	UNE/RESALE SPECIALS		
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	Y	Y
PR-6-01-2200	% Installation Troubles reported within 30 Days	Resale Specials	Y	Y
PR-6-01-2341	% Installation Troubles reported within 30 Days	Resale 2-Wire Digital Services	Y	Y
PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE POTS - Loop - New	Y	Y
PR-6-01-3140	% Installation Troubles reported within 30 Days	UNE POTS Platform	Y	Y
PR-6-01-3200	% Installation Troubles reported within 30 Days	UNE Specials	Y	Y
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
PR-6-01-3341	% Installation Troubles reported within 30 Days	UNE 2-Wire Digital Loops	Y	Y

PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2-Wire xDSL Loops	Y	Y
PR-6-01-3343	% Installation Troubles reported within 30 Days	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-6-01-3345	% Installation Troubles reported within 30 Days	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-6-01-5000	% Installation Troubles reported within 30 Days	Interconnection Trunks (CLEC)	Y	Y
PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE Loop Basic Hot Cut (all line size)	Y	Y
PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE Loop - Large Job Hot Cut (all line size)	Y	Y
PR-6-02-3525	% Installation Troubles reported within seven (7) Days	UNE Loop - Batch Hot Cut (all line size)	Y	Y
PR-6-03-2100	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale POTS	Y	Y
PR-6-03-2200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale Specials	Y	Y
PR-6-03-2341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Resale 2-Wire Digital Services	Y	Y
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE POTS Loop	Y	Y
PR-6-03-3140	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE POTS Platform	Y	Y
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE Specials	Y	Y
PR-6-03-3341	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire Digital Loops	Y	Y
PR-6-03-3342	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire xDSL Loops	Y	Y
PR-6-03-3343	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-6-03-3345	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-6-03-5000	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	Interconnection Trunks (CLEC)	Y	Y
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	UNE/RESALE SPECIALS		
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
PR-8-01-2100	Percent Open Orders in a Hold Status > 30 Days	Resale POTS	Y	Y
PR-8-01-2200	Percent Open Orders in a Hold Status > 30 Days	Resale Specials	Y	Y
PR-8-01-2341	Percent Open Orders in a Hold Status > 30 Days	Resale 2-Wire Digital Services	Y	Y
PR-8-01-3100	Percent Open Orders in a Hold Status > 30 Days	UNE POTS	Y	Y
PR-8-01-3200	Percent Open Orders in a Hold Status > 30 Days	UNE Specials	Y	Y

PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire Digital Loops	Y	Y
PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire xDSL Loops	Y	Y
PR-8-01-3343	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-8-01-3345	Percent Open Orders in a Hold Status > 30 Days	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-8-01-3510	Percent Open Orders in a Hold Status > 30 Days	UNE EEL	Y	Y
PR-8-01-3530	Percent Open Orders in a Hold Status > 30 Days	UNE IOF	Y	Y
PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnection Trunks (CLEC)	Y	Y
PR-8-02-1200	Percent Open Orders in a Hold Status > 30 Days	UNE/RESALE SPECIALS		
PR-8-02-2100	Percent Open Orders in a Hold Status > 90 Days	Resale POTS	Y	Y
PR-8-02-2200	Percent Open Orders in a Hold Status > 90 Days	Resale Specials	Y	Y
PR-8-02-2341	Percent Open Orders in a Hold Status > 90 Days	Resale 2-Wire Digital Services	Y	Y
PR-8-02-3100	Percent Open Orders in a Hold Status > 90 Days	UNE POTS	Y	Y
PR-8-02-3200	Percent Open Orders in a Hold Status > 90 Days	UNE Specials	Y	Y
PR-8-02-3341	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire Digital Loops	Y	Y
PR-8-02-3342	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire xDSL Loops	Y	Y
PR-8-02-3343	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire xDSL - Line Sharing	Y	Y
PR-8-02-3345	Percent Open Orders in a Hold Status > 90 Days	UNE 2-Wire xDSL - Line Splitting	Y	Y
PR-8-02-3510	Percent Open Orders in a Hold Status > 90 Days	UNE EEL	Y	Y
PR-8-02-3530	Percent Open Orders in a Hold Status > 90 Days	UNE IOF	Y	Y
PR-8-02-5000	Percent Open Orders in a Hold Status > 90 Days	Interconnection Trunks (CLEC)	Y	Y
PR-9-01-3520	% On Time Performance - Hot Cut	UNE Loop - Basic Hot Cut (all line size)	Y	Y
PR-9-01-3523	% On Time Performance - Hot Cut	UNE Loop - Large Job Hot Cut (all line size)	Y	Y
PR-9-01-3525	% On Time Performance - Hot Cut	UNE Loop - Batch Hot Cut Loop (all line size)	Y	Y
PR-9-04-3525	% On Time Batch Due Date	UNE Loop - Batch Hot Cut	Y	Y

PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE POTS - Loop - Hot Cut Total	Y	Y
PR-x-xx-xxxx	Ration of tag and locate tickets as a % of completed orders	No product specified		
MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	Y	Y
MR-1-02-6050	Average Response Time - Status Trouble	LSI-TA	Y	Y
MR-1-03-6050	Average Response Time - Modify Trouble	LSI-TA	Y	Y
MR-1-04-6050	Average Response Time - Request Cancellation of Trouble	LSI-TA	Y	Y
MR-1-05-6050	Average Response Time - Trouble Report History (by TN/Circuit)	LSI-TA	Y	Y
MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA	Y	Y
MR-1-07-6060	% On-Time Ticket Closure on Bonded Open Tickets by FairPoint.	EBTA	Y	Y
MR-1-07-6095	% On-Time Ticket Closure on Bonded Open Tickets by FairPoint.	TAXI	Y	Y
MR-1-08-6060	% On-Time - Create Trouble	EBTA	Y	Y
MR-1-08-6095	% On-Time - Create Trouble	TAXI	Y	Y
MR-1-09-6060	% On-Time - Status Trouble	EBTA	Y	Y
MR-1-09-6095	% On-Time - Status Trouble	TAXI	Y	Y
MR-1-10-6060	% On-Time - Modify Trouble	EBTA	Y	Y
MR-1-10-6095	% On-Time - Modify Trouble	TAXI	Y	Y
MR-1-11-6060	% On-Time - Request Cancellation of Trouble	EBTA	Y	Y
MR-1-11-6095	% On-Time - Request Cancellation of Trouble	TAXI	Y	Y
MR-1-12-6060	% On-Time - Test Trouble (POTS Only)	EBTA	Y	Y
MR-1-12-6095	% On-Time - Test Trouble (POTS Only)	TAXI	Y	Y
MR-2-01-2200	Network Trouble Report Rate	Resale Specials	Y	Y
MR-2-01-3200	Network Trouble Report Rate	UNE Specials	Y	Y
MR-2-01-5000	Network Trouble Report Rate	Interconnection Trunks (CLEC)	Y	Y
MR-2-02-2100	Network Trouble Report Rate - Loop	Resale POTS	Y	Y
MR-2-02-2341	Network Trouble Report Rate - Loop	Resale 2-Wire Digital Services	Y	Y
MR-2-02-3112	Network Trouble Report Rate - Loop	UNE POTS Loop	Y	Y
MR-2-02-3140	Network Trouble Report Rate - Loop	UNE POTS Platform	Y	Y
MR-2-02-3341	Network Trouble Report Rate - Loop	UNE 2-Wire Digital Loops	Y	Y

MR-2-02-3342	Network Trouble Report Rate - Loop	UNE 2-Wire xDSL Loops	Y	Y
MR-2-02-3343	Network Trouble Report Rate - Loop	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-2-02-3345	Network Trouble Report Rate - Loop	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-2-03-2100	Network Trouble Report Rate - Central Office	Resale POTS	Y	Y
MR-2-03-2341	Network Trouble Report Rate - Central Office	Resale 2-Wire Digital Services	Y	Y
MR-2-03-3112	Network Trouble Report Rate - Central Office	UNE POTS Loop	Y	Y
MR-2-03-3140	Network Trouble Report Rate - Central Office	UNE POTS Platform	Y	Y
MR-2-03-3341	Network Trouble Report Rate - Central Office	UNE 2-Wire Digital Loops	Y	Y
MR-2-03-3342	Network Trouble Report Rate - Central Office	UNE 2-Wire xDSL Loops	Y	Y
MR-2-03-3343	Network Trouble Report Rate - Central Office	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-2-03-3345	Network Trouble Report Rate - Central Office	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-2-04-2100	% Subsequent Reports	Resale POTS	Y	Y
MR-2-04-2341	% Subsequent Reports	Resale 2-Wire Digital Services	Y	Y
MR-2-04-3112	% Subsequent Reports	UNE POTS Loop	Y	Y
MR-2-04-3140	% Subsequent Reports	UNE POTS Platform	Y	Y
MR-2-04-3341	% Subsequent Reports	UNE 2-Wire Digital Loops	Y	Y
MR-2-04-3342	% Subsequent Reports	UNE 2-Wire xDSL Loops	Y	Y
MR-2-04-3343	% Subsequent Reports	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-2-04-3345	% Subsequent Reports	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	Resale POTS	Y	Y

MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	Resale Specials	Y	Y
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	Resale 2-Wire Digital Services	Y	Y
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate	UNE POTS Loop	Y	Y
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	UNE POTS Platform	Y	Y
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	UNE Specials	Y	Y
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire Digital Loops	Y	Y
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire xDSL Loops	Y	Y
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Business	Y	Y
MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Residence	Y	Y
MR-3-01-2341	% Missed Repair Appointment - Loop	Resale 2-Wire Digital Services	Y	Y
MR-3-01-3112	% Missed Repair Appointment - Loop	UNE POTS Loop	Y	Y
MR-3-01-3144	% Missed Repair Appointment - Loop	UNE Platform Business	Y	Y
MR-3-01-3145	% Missed Repair Appointment - Loop	UNE Platform Residence	Y	Y
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2-Wire Digital Loops	Y	Y
MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2-Wire xDSL Loops	Y	Y
MR-3-01-3343	% Missed Repair Appointment - Loop	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-3-01-3345	% Missed Repair Appointment - Loop	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Business	Y	Y
MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Residence	Y	Y
MR-3-02-2341	% Missed Repair Appointment - Central Office	Resale 2-Wire Digital Services	Y	Y
MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE POTS Loop	Y	Y
MR-3-02-3144	% Missed Repair Appointment - Central Office	UNE Platform Business	Y	Y

MR-3-02-3145	% Missed Repair Appointment - Central Office	UNE Platform Residence	Y	Y
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2-Wire Digital Loops	Y	Y
MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2-Wire xDSL Loops	Y	Y
MR-3-02-3343	% Missed Repair Appointment - Central Office	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-3-02-3345	% Missed Repair Appointment - Central Office	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	Resale POTS	Y	Y
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	Resale 2-Wire Digital Services	Y	Y
MR-3-03-3112	% CPE/TOK/FOK - Missed Appointment	UNE POTS Loop	Y	Y
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment	UNE POTS Platform	Y	Y
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	UNE 2-Wire Digital Loops	Y	Y
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	UNE 2-Wire xDSL Loops	Y	Y
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-3-xx-5000	% Missed Repair Appointment	NO PRODUCT PROVIDED, but assume trunks		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	UNE/RESALE DSO		
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	UNE/RESALE DS1 & DS3		
MR-4-01-2100	Mean Time To Repair - Total	Resale POTS	Y	Y
MR-4-01-2216	Mean Time To Repair - Total	Resale Specials (Non DS0 & DS0)	Y	Y
MR-4-01-2217	Mean Time To Repair - Total	Resale Specials (DS1 & DS3)	Y	Y
MR-4-01-2341	Mean Time To Repair - Total	Resale 2-Wire Digital Services (ISDN)	Y	Y
MR-4-01-3112	Mean Time To Repair - Total	UNE POTS Loop	Y	Y

MR-4-01-3140	Mean Time To Repair - Total	UNE POTS Platform	Y	Y
MR-4-01-3216	Mean Time To Repair - Total	UNE Specials (Non DS0 & DS0)	Y	Y
MR-4-01-3217	Mean Time To Repair - Total	UNE Specials (DS1 & DS3)	Y	Y
MR-4-01-3341	Mean Time To Repair - Total	UNE 2-Wire Digital Loops	Y	Y
MR-4-01-5000	Mean Time To Repair - Total	Interconnection Trunks (CLEC)	Y	Y
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Business	Y	Y
MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Residence	Y	Y
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Resale 2-Wire Digital Services	Y	Y
MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE POTS Loop	Y	Y
MR-4-02-3144	Mean Time To Repair - Loop Trouble	UNE Platform Business	Y	Y
MR-4-02-3145	Mean Time To Repair - Loop Trouble	UNE Platform Residence	Y	Y
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2-Wire Digital Loops	Y	Y
MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2-Wire xDSL Loops	Y	Y
MR-4-02-3343	Mean Time To Repair - Loop Trouble	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-4-02-3345	Mean Time To Repair - Loop Trouble	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Business	Y	Y
MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Residence	Y	Y
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Resale 2-Wire Digital Services	Y	Y
MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE POTS Loop	Y	Y
MR-4-03-3144	Mean Time To Repair - Central Office Trouble	UNE Platform Business	Y	Y
MR-4-03-3145	Mean Time To Repair - Central Office Trouble	UNE Platform Residence	Y	Y
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2-Wire Digital Loops	Y	Y

MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2-Wire xDSL Loops	Y	Y
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Resale POTS	Y	Y
MR-4-04-2216	% Cleared (all troubles) within 24 Hours	Resale Specials (Non DS0 & DS0)	Y	Y
MR-4-04-2217	% Cleared (all troubles) within 24 Hours	Resale Specials (DS1 & DS3)	Y	Y
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Resale 2-Wire Digital Services	Y	Y
MR-4-04-3112	% Cleared (all troubles) within 24 Hours	UNE POTS Loop	Y	Y
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	UNE POTS Platform	Y	Y
MR-4-04-3216	% Cleared (all troubles) within 24 Hours	UNE Specials (Non DS0 & DS0)	Y	Y
MR-4-04-3217	% Cleared (all troubles) within 24 Hours	UNE Specials (DS1 & DS3)	Y	Y
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2-Wire Digital Loops	Y	Y
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2-Wire xDSL Loops	Y	Y
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Interconnection Trunks (CLEC)	Y	Y
MR-4-05-5000	% Out of Service > 2 Hours	Interconnection Trunks (CLEC)	Y	Y
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	UNE/RESALE DSO		
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	UNE/RESALE DS1 & DS3		
MR-4-06-2110	% Out of Service > 4 Hours	Resale POTS - Business	Y	Y
MR-4-06-2120	% Out of Service > 4 Hours	Resale POTS - Residence	Y	Y

MR-4-06-2216	% Out of Service > 4 Hours	Resale Specials (Non DS0 & DS0)	Y	Y
MR-4-06-2217	% Out of Service > 4 Hours	Resale Specials (DS1 & DS3)	Y	Y
MR-4-06-3144	% Out of Service > 4 Hours	UNE Platform Business	Y	Y
MR-4-06-3145	% Out of Service > 4 Hours	UNE Platform Residence	Y	Y
MR-4-06-3216	% Out of Service > 4 Hours	UNE Specials (Non DS0 & DS0)	Y	Y
MR-4-06-3217	% Out of Service > 4 Hours	UNE Specials (DS1 & DS3)	Y	Y
MR-4-06-5000	% Out of Service > 4 Hours	Interconnection Trunks (CLEC)	Y	Y
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Business	Y	Y
MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Residence	Y	Y
MR-4-07-2341	% Out of Service > 12 Hours	Resale 2-Wire Digital Services	Y	Y
MR-4-07-3112	% Out of Service > 12 Hours	UNE POTS Loop	Y	Y
MR-4-07-3144	% Out of Service > 12 Hours	UNE Platform Business	Y	Y
MR-4-07-3145	% Out of Service > 12 Hours	UNE Platform Residence	Y	Y
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-4-07-3341	% Out of Service > 12 Hours	UNE 2-Wire Digital Loops	Y	Y
MR-4-07-3342	% Out of Service > 12 Hours	UNE 2-Wire xDSL Loops	Y	Y
MR-4-07-3343	% Out of Service > 12 Hours	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-4-07-3345	% Out of Service > 12 Hours	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-4-07-5000	% Out of Service > 12 Hours	Interconnection Trunks (CLEC)	Y	Y
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	UNE/RESALE DSO		
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	UNE/RESALE DS1 & DS3		
MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Business	Y	Y
MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Residence	Y	Y

MR-4-08-2216	% Out of Service > 24 Hours	Resale Specials (Non DS0 & DS0)	Y	Y
MR-4-08-2217	% Out of Service > 24 Hours	Resale Specials (DS1 & DS3)	Y	Y
MR-4-08-2341	% Out of Service > 24 Hours	Resale 2-Wire Digital Services	Y	Y
MR-4-08-3112	% Out of Service > 24 Hours	UNE POTS Loop	Y	Y
MR-4-08-3144	% Out of Service > 24 Hours	UNE Platform Business	Y	Y
MR-4-08-3145	% Out of Service > 24 Hours	UNE Platform Residence	Y	Y
MR-4-08-3216	% Out of Service > 24 Hours	UNE Specials (Non DS0 & DS0)	Y	Y
MR-4-08-3217	% Out of Service > 24 Hours	UNE Specials (DS1 & DS3)	Y	Y
MR-4-08-3341	% Out of Service > 24 Hours	UNE 2-Wire Digital Loops	Y	Y
MR-4-08-3342	% Out of Service > 24 Hours	UNE 2-Wire xDSL Loops	Y	Y
MR-4-08-3343	% Out of Service > 24 Hours	UNE 2-Wire xDSL - Line Sharing	Y	Y
MR-4-08-3345	% Out of Service > 24 Hours	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-4-08-5000	% Out of Service > 24 Hours	Interconnection Trunks (CLEC)	Y	Y
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	UNE/RESALE SPECIALS		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	UNE/RESALE 2 W Digital		
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	Y	Y
MR-5-01-2200	% Repeat Reports within 30 Days	Resale Specials	Y	Y
MR-5-01-2341	% Repeat Reports within 30 Days	Resale 2-Wire Digital Services	Y	Y
MR-5-01-3112	% Repeat Reports within 30 Days	UNE POTS Loop	Y	Y
MR-5-01-3140	% Repeat Reports within 30 Days	UNE POTS Platform	Y	Y
MR-5-01-3200	% Repeat Reports within 30 Days	UNE Specials	Y	Y
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	UNE 2-Wire xDSL - Line Sharing & Line Splitting (combined)		
MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2-Wire Digital Loops	Y	Y
MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2-Wire xDSL Loops	Y	Y
MR-5-01-3343	% Repeat Reports within 30 Days	UNE 2-Wire xDSL - Line Sharing	Y	Y

MR-5-01-3345	% Repeat Reports within 30 Days	UNE 2-Wire xDSL - Line Splitting	Y	Y
MR-5-01-5000	% Repeat Reports within 30 Days	Interconnection Trunks (CLEC)	Y	Y
MR-5-xx-xxx	% Repeat customer troubles within 30 days of closed "no trouble found ticket (% of closed "no trouble found" ticket)	No product specified		
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	CLEC Trunks	Y	Y
NP-1-02-5000	% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)	CLEC Trunks	Y	Y
NP-1-03-5000	Number Final Trunk Groups Exceeding Blocking Standard - Two (2) Months	CLEC Trunks	Y	Y
NP-1-04-5000	Number Final Trunk Groups Exceeding Blocking Standard - Three (3) Months	CLEC Trunks	Y	Y
NP-2-01/2	% OT Response to Request for Collocation - Total	COLLOCATION TOTAL		
NP-2-01-6701	% On Time Response to Request for Physical Collocation	Collocation - New Applications	Y	Y
NP-2-01-6702	% On Time Response to Request for Physical Collocation	Collocation - Augment Applications	Y	Y
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	Collocation - New Applications	Y	Y
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	Collocation - Augment Applications	Y	Y
NP-2-03-6701	Average Interval - Physical Collocation	Collocation - New Applications	Y	Y
NP-2-03-6711	Average Interval - Physical Collocation	Collocation Augment Applications not subject to the 45 business day interval	Y	Y
NP-2-03-6712	Average Interval - Physical Collocation	Collocation Augment Applications subject to the 45 business day interval	Y	Y
NP-2-04-6701	Average Interval - Virtual Collocation	Collocation - New Applications	Y	Y

NP-2-04-6702	Average Interval - Virtual Collocation	Collocation - Augment Applications - 45 days and 76 days combined	Y	Y
NP-2-05/6	% On Time - Physical Collocation - Total	COLLOCATION TOTAL		
NP-2-05-6701	% On Time - Physical Collocation	Collocation - New Applications	Y	Y
NP-2-05-6702	% On Time - Physical Collocation	Collocation - Augment Applications - 45 days and 76 days combined	Y	Y
NP-2-06-6701	% On Time - Virtual Collocation	Collocation - New Applications	Y	Y
NP-2-06-6702	% On Time - Virtual Collocation	Collocation - Augment Applications - 45 days and 76 days combined	Y	Y
NP-2-07/8	Average Delay Days - Total	COLLOCATION TOTAL		
NP-2-07-6701	Average Delay Days - Physical Collocation	Collocation - New Applications	Y	Y
NP-2-07-6702	Average Delay Days - Physical Collocation	Collocation Augment Applications	Y	Y
NP-2-08-6701	Average Delay Days - Virtual Collocation	Collocation - New Applications	Y	Y
NP-2-08-6702	Average Delay Days - Virtual Collocation	Collocation Augment Applications	Y	Y
OD-1-01-1021	Average Speed of Answer - Operator Services	Operator Service Center	Y	Y
OD-1-02-1021	Average Speed of Answer - Directory Assistance	Operator Service Center	Y	Y
BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE combined	Y	Y
BI-2-01-1000	Timeliness of Carrier Bill	Resale & UNE combined	Y	Y
BI-3-04-1000	% CLEC Billing Claims Acknowledged within two (2) Business Days	Resale & UNE combined	Y	Y

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BI-3-05-1000	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	Resale & UNE combined	Y	Y
BI-3-07-1000	% Full or Partial Denials	Resale & UNE combined	Y	Y
BI-3-08-1000	% CLEC Billing Claim Credits Not Appearing on the Bill within 45 days	Resale & UNE combined	Y	Y
BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale & UNE combined	Y	Y
BI-x-xx-xxxx	% Disconnected circuits billed after physical disconnect	No product specified		
BI-3-xx-xxxx	% disconnected credited amounts adjusted on bills due to errors (as a % of total disconnect credited amounts billed in for the current bill period)	No product specified		
BI-3-xx-xxxx	% of total amount due for the current bill period that does not result from adjustments for billing errors that occurred in a prior bill period	No product specified		
BI-3-xx-xxxx	% billing claims posted to incorrect invoices	No product specified		

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ME C2C Metric	VT PAP Metric	NH PAP Metric	ME PAP Metric	Fairpoint SMP Proposal	Rationale	Comments	Comcast's Proposal
Y	Y	Y	Y	√			Keep
Y	Y	Y	Y	Delete	NA @ Fpt.		
Y	Y	Y	Y	√			Keep
Y				Delete	Activity		
Y				Delete	NA @ Fpt.		
Y				Delete	Activity		
Y	Y	Y	Y	√			Keep
Y	Y	Y	Y	Delete	NA @ Fpt.		
Y	Y	Y	Y	√			Keep
Y				Delete	Activity		
Y				Delete	Activity		
Y				√			
Y				Delete	NA @ Fpt.		
Y				√			
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	NA @ Fpt.		
Y	Y	Y	Y	√			
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Other		
Y				Delete	NA @ Fpt.		
Y				Delete	Other		
Y				√			Keep

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Y				Delete	NA @ Fpt.		
				New			
				New			
				New			
				New			
				New			
				New			

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Y		Y	Y	Delete	NA @ Fpt.		
Y	Y	Y	Y	√			Keep
Y		Y	Y	Delete	NA @ Fpt.		
Y				Delete	NA @ Fpt.		
Y	Y	Y	Y	√			Keep
Y				Delete	NA @ Fpt.		
Y				Delete	No Standard		
Y				Delete	NA @ Fpt.		
Y				Delete	NA @ Fpt.		

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Y				Delete	No Standard		
Y				Delete	Other		Different
Y				Delete	Other		
				New	Industry replaces other PO-4 metrics		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-01-6660	
	H	H	H	Delete	PAP Combo.	Combines PO-4-01 for all product codes	New C2C Plus Different
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-01-6660	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-01-6660	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-01-6660	
Y				Delete	Industry Del.		

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Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
	H	H	H	Delete	PAP Combo.	Combines PO-4-03 for all product codes	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-03-6600	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-03-6600	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-03-6600	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PO-4-03-6600	
Y				Delete	Other		Different
Y	Y	Y	Y	Delete	Other		Keep

Y				Delete	Other		Different
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	y	y	y	Delete	Industry Del.		Keep
Y	Y	Y	Y	Delete	Activity		
Y	Y	Y	Y	Delete	Industry Del.		
				replacement		Replaces OR-1-02-2320	
Y	Y	Y	Y	Delete	Replaced	Remove "pre-qualified complex" to make POTS only. Change Product code to 2100	
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	√			keep
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2210, 2211, 2213, 2214, 3210	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
				replacement		Replaces OR-1-04-2320	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-04-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-04-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-04-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-04-1200	
Y	Y	Y	Y	Delete	Replaced	Remove "pre-qualified complex" to make POTS only. Change Product code to 2100	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-04-1341	

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Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-04-1200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3140 & 3331	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-04-1341	
Y	Y	Y	Y	√			
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2210, 2211, 2213, 2214, 3210, 3211, 3213 & 3214	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
				replacement		Replaces OR-1-06-2320	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-06-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-06-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-06-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-06-1200	
Y	Y	Y	Y	Delete	Replaced	Remove "pre-qualified complex" to make POTS only. Change Product code to 2100	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-06-1341	
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
				new			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-06-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Replaced	Included in Combo OR-1-06-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Replaced	Included in Combo OR-1-06-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo OR-1-06-1200	

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	H	H	H	Delete	PAP Combo.	See same metric - product codes 3140 & 3331	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-1-06-1341	
Y	Y	Y	Y	√			
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	Y	Y	Y	√			
Y				√			Keep
Y	Y	Y	Y	√			Keep
Y	Y	Y	Y	Delete	Activity		Different
Y				Delete	Activity		Different
				replacement		Replaces OR-2-02-2320	

Y	Y	Y	Y	Delete	Replaced	Remove "pre-qualified complex" to make POTS only. Change Product code to 2100	
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	√			Keep
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
				replacement		Replaces OR-2-04-2320	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-04-1200	
Y	Y	Y	Y	Delete	Replaced	Remove "pre-qualified complex" to make POTS only. Change Product code to 2100	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-04-1341	
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-04-1200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3140 & 3331	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-04-1341	
Y	Y	Y	Y	√			
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200. NH instead of 3200 see 3210, 3211, 3213 & 3214	

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	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
				replacement		Replaces OR-2-06-2320	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-06-1200	
Y	Y	Y	Y	Delete	Replaced	Remove "pre-qualified complex" to make POTS only. Change Product code to 2100	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-06-1341	
Y	Y	Y	Y	Delete	UNEP/LS/LS*	Also included in Special provision combo. OR-2-06-3320	
Y	In Hybrid		In Hybrid	√		Included in Combo OR-2-06-1200	
		In Hybrid				Included in Combo OR-2-06-1200	
		In Hybrid				Included in Combo OR-2-06-1200	
		In Hybrid				Included in Combo OR-2-06-1200	
		In Hybrid				Included in Combo OR-2-06-1200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3140 & 3331	
Y	Y	Y	Y	√		Also included in Special provision combo. OR-2-06-3320	
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo OR-2-06-1341	

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Y	Y	Y	Y	√			
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	Y	Y	Y	√			Different
Y				√			Different
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	√			Keep
Y	Y	Y	Y	Delete	Other		Keep
Y				Delete	No Standard		
	H			Delete	PAP Combo.	See same metric - product codes 3112, 3121 & 3140	
Y	In Hybrid		Y	Delete	No Standard	Included in Combo OR-5-01-3000	

Y	In Hybrid		Y	Delete	No Standard	Included in Combo OR-5-01-3000	
Y	In Hybrid		Y	Delete	UNEP/LS/LS*	Included in Combo OR-5-01-3000	
Y	Y	Y	Y	√			
	H			Delete	PAP Combo.	See same metric - product codes 3112, 3121 & 3140	
Y	In Hybrid	Y	Y	√		Included in Combo OR-5-03-3000	
Y	In Hybrid		Y	√		Included in Combo OR-5-03-3000	
Y	In Hybrid	Y	Y	Delete	UNEP/LS/LS*	Included in Combo OR-5-03-3000	
Y				Delete	Other		
							New
Y	Y	Y	Y	Delete	Other		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	Other		
				Delete	Other		
Y				Delete	Industry Del.		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		Keep
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	Y	Y	Y	Delete	Other		
Y	Y	Y	Y	Delete	Other		
Y				Delete	Other		

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Y				Delete	NA @ Fpt.		
Y				Delete	Other		
Y				Delete	Other		

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Y				Delete	Activity		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Industry Del.		

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Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	No Standard		
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-3-03-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-3-03-3340	
Y				Delete	Redundant		

Y				Delete	Redundant		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Redundant		
Y				Delete	Redundant		
Y				Delete	Redundant		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Redundant		
Y	Y	Y	Y	Delete	Redundant		
Y				Delete	Redundant		
Y				Delete	NA @ Fpt.		
Y				Delete	NA @ Fpt.		
Y				Delete	NA @ Fpt.		

Y				Delete	NA @ Fpt.		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2210 & 3210	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2211 & 3211	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2213 & 3213	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2214 & 3214	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-01-1210	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-01-1211	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-01-1213	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PR-4-01-1214	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-01-1210	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo PR-4-01-1211	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo PR-4-01-1213	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo PR-4-01-1214	
Y	Y	Y	Y	Delete	Activity	Would be included in Specials if ordered	
Y	Y	Y	Y	Delete	Activity	Would be included in Specials if ordered	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Redundant	Included in Combo PR-4-02-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-02-1341	
Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Redundant	Included in Combo PR-4-02-1200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-02-1341	

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Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-4-02-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-4-02-3340	
Y	Y	Y	Y	Delete	Activity		
Y	Y	Y	Y	Delete	Activity		
Y				Delete	No Standard		
Y				Delete	No Standard		
Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	Industry Del.		
Y				Delete	No Standard		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	No Standard		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-04-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-04-1341	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-4-04-3340	

Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-4-04-3340	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-05-1341	
Y				√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-4-05-1341	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-4-05-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-4-05-3340	
Y	Y	Y	Y	√			Keep
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Activity		
Y				Delete	Industry Del.		
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			Keep

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							New
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-5-01-1200	
Y				Delete	Activity		
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Redundant	Included in Combo PR-5-01-1200	
Y				Delete	Activity		
Y				Delete	Redundant		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	Redundant		Keep
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-5-02-1200	

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Y				Delete	Activity		
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Redundant	Included in Combo PR-5-02-1200	
Y				Delete	Activity		
Y				Delete	Redundant		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y	Y		Y	Delete	Redundant		Keep
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-6-01-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-6-01-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo PR-6-01-1200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-6-01-1341	

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Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-6-01-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-6-01-3340	
Y	Y	Y	Y	√			keep
Y	Y	Y	Y	√			
Y		Y	Y	Delete	NA @ Fpt.		
Y		Y	Y	Delete	Industry Del.		
Y				Delete	No Standard		
Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	No Standard		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				Delete	No Standard		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y			√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-8-01-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-8-01-1341	
Y	Y			√			
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo PR-8-01-1200	

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	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo PR-8-01-1341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-8-01-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo PR-8-01-3340	
Y	Y	Y	Y	Delete	Activity		
Y	Y	Y	Y	Delete	Activity		
Y	Y	Y	Y	√			
	H			Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
Y	Y			Delete	Industry Del.		
Y	In Hybrid			Delete	Industry Del.	Included in Combo PR-8-02-1200	
Y				Delete	Industry Del.		
Y	Y			Delete	Industry Del.		
Y	In Hybrid			Delete	Industry Del.	Included in Combo PR-8-02-1200	
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	Y	Y	Y	√			
Y		Y	Y	Delete	NA @ Fpt.		
Y		Y	Y	Delete	Industry Del.		
Y		Y	Y	Delete	Industry Del.		

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Y		Y	Y	√			
Y	Y	Y	Y	Delete	Other		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	Other		
Y				Delete	Other		
Y	Y	Y	Y	Delete	Other		
Y				Delete	Industry Del.		
Y				Delete	NA @ Fpt.		
Y				Delete	Industry Del.		
Y				Delete	NA @ Fpt.		
Y				Delete	Industry Del.		
Y				Delete	NA @ Fpt.		
Y				Delete	Industry Del.		
Y				Delete	NA @ Fpt.		
Y				Delete	Industry Del.		
Y				Delete	NA @ Fpt.		
Y				Delete	Industry Del.		
Y				Delete	NA @ Fpt.		
Y				Delete	Activity		
Y				√			
Y				Delete	Activity		Keep
Y				√			
Y				Delete	Activity		
Y				√			
Y				Delete	UNEP/LS/LS*		
Y				Delete	Activity		

Y				√			
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				√			
Y				Delete	Activity		
Y				√			
Y				Delete	UNEP/LS/LS*		
Y				Delete	Activity		
Y				√			
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				Delete	NA @ Fpt.		
Y				Delete	Activity		
Y				Delete	NA @ Fpt.		
Y				Delete	UNEP/LS/LS*		
Y				Delete	NA @ Fpt.		
Y				Delete	NA @ Fpt.		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y				Delete	No Standard		

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Y				Delete	Activity		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	No Standard		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-3-01-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-3-01-1341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-3-01-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-3-01-3340	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-3-02-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		

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Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-3-02-1341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-3-02-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-3-02-3340	
Y				Delete	No Standard		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Activity		
Y				Delete	No Standard		
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
							New
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2216 & 3216	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2217 & 3217	
Y				Delete	Industry Del.		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-01-1216	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-01-1217	
Y				Delete	Activity		
Y				Delete	Industry Del.		

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Y				Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-01-1216	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo MR-4-01-1217	
Y				Delete	Activity		
Y	Y	Y	Y	Delete	Activity		Keep
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-02-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-02-1341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-02-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-02-3340	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-03-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-03-1341	

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Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-03-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-03-3340	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y				Delete	Redundant		
Y				Delete	Activity		
Y				Delete	Activity		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-04-1341	
Y				Delete	Redundant		
Y				Delete	UNEP/LS/LS*		
Y				Delete	Redundant		
Y				Delete	Redundant		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-04-1341	
Y	Y		Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-04-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-04-3340	
Y				Delete	Activity		Keep
Y	Y	Y	Y	Delete	Activity		Keep
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2216 & 3216	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2217 & 3217	
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	Delete	Redundant		

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Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-06-1216	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-06-1217	
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-06-1216	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Redundant	Included in Combo MR-4-06-1217	
Y	Y	Y	Y	Delete	Activity		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-07-1341	
Y	Y	Y	Y	Delete	Redundant		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-07-1341	
Y	Y	Y	Y	Delete	Redundant		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-07-3340	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-4-07-3340	
Y	Y	Y	Y	Delete	Activity		
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2216 & 3216	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2217 & 3217	
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			

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Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-08-1216	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-08-1217	
Y				Delete	Activity		
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-4-08-1216	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo MR-4-08-1217	
Y				Delete	Activity		
Y				√			
Y				Delete	UNEP/LS/LS*		
Y				Delete	UNEP/LS/LS*		
Y	Y	Y	Y	Delete	Activity		Keep
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2200 & 3200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 2341 & 3341	
Y	Y	Y	Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-5-01-1200	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-5-01-1341	
Y	Y	Y	Y	√			
Y	Y	Y	Y	Delete	UNEP/LS/LS*		
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo MR-5-01-1200	
	H	H	H	Delete	PAP Combo.	See same metric - product codes 3343 & 3345	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Activity	Included in Combo MR-5-01-1341	
Y	Y		Y	√			
Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-5-01-3340	

Y	In Hybrid	In Hybrid	In Hybrid	Delete	UNEP/LS/LS*	Included in Combo MR-5-01-3340	
Y	Y		Y	Delete	Activity		Keep
Y				√			
Y				√			Keep
Y	Y	Y	Y	√			
Y	Y	Y	Y	√			
	H	H	H	Delete	PAP Combo.	Combines NP-2-01 and NP-2-02 for all product codes	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo NP-2-01/2	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo NP-2-01/2	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-01/2	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-01/2	
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		

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Y				Delete	Industry Del.		
	H	H	H	Delete	PAP Combo.	Combines NP-2-05 and NP-2-06 for all product codes	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo NP-2-05/6	
Y	In Hybrid	In Hybrid	In Hybrid	√		Included in Combo NP-2-05/6	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-05/6	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-05/6	
	H	H	H	Delete	PAP Combo.	Combines NP-2-07 and NP-2-08 for all product codes	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-07/8	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-07/8	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-07/8	
Y	In Hybrid	In Hybrid	In Hybrid	Delete	Industry Del.	Included in Combo NP-2-07/8	
Y				Delete	Industry Del.		
Y				Delete	Industry Del.		
Y	Y	Y	Y	√			Different
Y				√			Different
Y	Y	Y	Y	√			

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Y	Y	Y	Y	√			Different
Y				Delete	Other		
Y				√			
Y				Delete	Other		Different

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QSI Proposal	Status	FairPoint Comments/Questions
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Delete	Agree Delete	
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Delete	Agree Delete	
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Delete	Agree Delete	
Delete	Agree Delete	
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Delete	Agree Delete	
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Delete	Agree Delete	
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A
Retain		
Delete	Agree Delete	
Retain		
Retain		Waiver issue. FairPoint's systems can not capture and count time out transactions.
Delete	Agree Delete	
Retain		Waiver issue. FairPoint's systems can not capture and count time out transactions.
New		This is not a unique pre-order transaction.
Retain	Agree Keep, but standard open	Change Standard. Retail data N/A

Delete	Agree Delete	
Pending		
Pending		
Pending		
Pending		
Pending		
Pending		
New		The captioned listing information is part of the CSR. This is asking to measure the data within the CSR, which would have to be done on a manual basis.
New		The captioned listing information is part of the CSR. This is asking to measure the data within the CSR, which would have to be done on a manual basis.
New		FairPoint has the same limitation as Verizon for complex CABS requests greater than 10,000 lines. For all government accounts we require a written LOA on government letter head prior to providing the CSI. This is standard process.
New		FairPoint assumes this is CLEC cabs information. This is handled manually via the manual CSR request process.
New		This is a cutover issue that is being resolved manually as information is found. The same issue exists for all Retail accounts.
New		Assume that this is related to the Wholesale Customers requesting their own CSR's. The information is only as good as what was received from VZ. CLECs should be able to look at their own contract copies.

New		Is this a one time manual measure of entire database to determine possible remaining conversion issues? Please define numerator, denominator and possible source of data.This is related to conversion data; is happening much less with data clean up initiative
New		Internal record service orders are often created, but the solution may vary depending on the nature of the inventory issue. If dispatch is required for inventory information will take up to 72 hours. Conversion issue.
Retain		WPTS is not a FairPoint System. Functionality is handled on a manual basis. Low volume area does not require this level of automation.
Retain	Agree Keep	
Delete	Agree Delete	
Retain		FairPoint does not offer EB. The Act does not require it. Sufficient access to reporting trouble exists.
Retain	Agree Keep	Comcast listed product code 6050 (Accept). This is also WEBGUI. Should be same metric.
Retain		WPTS is not a FairPoint System. Functionality is handled on a manual basis. Low volume area does not require this level of automation.
Retain		
Delete	Agree Delete	
Retain		FairPoint does not offer EB. The Act does not require it. Sufficient access to reporting trouble exists.

Retain		
Retain		Average Answer Time - Ordering Centers: How is this different than existing metric?
Retain		
		FairPoint proposes an additional metric to address the concerns noted below. This is a new metric that rolls up all previous change notification metrics. It was implemented for VZ as a result of the September 2009 order.
Retain		
New C2C		Timeliness of Documentation Associated with Change. Documentation is provided with notification so measure includes both. Comcast proposes 2 metrics.
Retain		
Retain		
Retain		
Retain		

Retain		
Retain		
Retain		
New C2C		
Retain		
Retain		
Retain		
Retain		
Retain		Notification of CLEC Interface Outages: How is this different from existing metric
Retain		

Retain		% of Software Errors Corrected in X Bus. Days: How is this different from existing metric
Retain		
Retain		
Retain		
Retain		
Retain		
Accept		
Retain		
Delete	Deletion Approved	
Retain	Agree Keep	
New C2C		
New C2C		
Accept		
roll up		Please define what metrics/services roll up and what the "new" metric would be. Current metrics are separated according to the different time allowed for processing. This applies to all "roll up" metrics.
roll up		
roll up		
roll up		
Retain		
roll up		

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Delete	Deletion Approved	
roll up		
new c2c		
roll up		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
roll up		
roll up		
roll up		
roll up		
roll up		
roll up		
roll up		
roll up		
roll up		
Retain		
roll up		
Delete	Deletion Approved	
roll up		Rolls up all UNE Specials. Replaces product codes 3211 & 3212
roll up		This is not really a product. DS0 loops are typically POTS loops.
Retain		
Retain		
roll up		The "Non-DS0/DS1/DS3" was a placeholder in the event something was created. No product exists here to capture and report. This applies to this product for any metric

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New C2C		
roll up		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
roll up		
roll up		
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Retain	Agree Keep	
Retain	Agree Keep	
Retain	Agree Keep	
Retain		Non-Project: How is this different than current metric
Retain		Project: How is this different than current metric.
New		Do not understand this metric. Isn't this the same as OR-1-04 (no facility checks - with 24 hour clock) and OR-1-06 (facility checks)
Accept		FairPoint proposes to eliminate the Resale POTs/Pre-qualified complex metric and replace it with POTS only. Resale ISDN is the "pre-qualified complex" service being removed from the metric for lack of activity

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Retain		
Delete	Deletion Approved	
Retain	Agree Keep	
roll up		
roll up		
roll up		
roll up		
roll up		
roll up		
Delete	Deletion Approved	
roll up		
roll up		
roll up		
roll up	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
roll up		
roll up		
roll up		

roll up		
roll up		
roll up		
roll up		
roll up		
Delete	Deletion Approved	
roll up		
New C2C		This is a NH metrics, not Vermont or Maine. All other states roll up these products to a UNE Specials metric.
New C2C		This is a NH metrics, not Vermont or Maine. All other states roll up these products to a UNE Specials metric.
New C2C		This is a NH metrics, not Vermont or Maine. All other states roll up these products to a UNE Specials metric.
New C2C		This is a NH metrics, not Vermont or Maine. All other states roll up these products to a UNE Specials metric.
roll up		
roll up		
roll up	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
roll up		

roll up		
Delete	Agree Delete	
Delete	Agree Delete	
Retain	Agree Keep	Non-Project - Isn't this the same definition
Retain	Agree Keep	Project - Isn't this the same?
New		This is being requested due to the fact that pre-order transactions like CSR requests are pulled from Seibel and then when the order is placed it goes into M6 which is a different data source. M6 and Seibel are out of sync. This is part of the data reconciliation project
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Retain		
Retain	Agree Keep	
Retain		
New		Captured via existing metrics for Order completion.
New		This has been an intermittent issue that has been addressed with various CR's. We currently have a QC item opened for specific REC types still effected
Retain		
Retain		
Retain		

Retain		
Delete	Deletion Approved	
Retain	Agree Keep	
Retain	Agree Keep	
Retain	Agree Keep	
Delete	Deletion Approved	
Retain		
		Need to understand definition of this metric. Numerator/denominator etc. It may be covered by other metrics, but can not tell without additional information
Retain		
Delete	Deletion Approved	
Retain		
New C2C		
Retain		
Delete	Deletion Approved	
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain & Adds new metric		QSI: % Accurate line loss report sent/ made available within 1 business day of order completion. Why propose a different metric than already exists with a 2 business day standard?

New		(QSI) <u>% Accurate LVR listings (Total LVR listings minus reported errors as % of total CLEC LVR listings).</u> This metric exists in Rhode Island and was created prior to spin off of Directory company. Data for total listings must be provided by Listing provider. Verizon has agreement to get this data for RI, FairPoint does not have this information.
Retain		There is no large job or batch hot cut process at FairPoint. All hot cuts are counted together in a single metric. The VZ metric anticipated large volume hot cuts from UNE P conversions.
New		Do not understand this metric. Manual orders are captured in OR-1 & OR-2 metrics
New		Do not fully understand the metric. Would there be a standard? Wouldn't source of data be additional manual data?
New		It is very common for carriers to place multiple DL orders into the VFO. Many times the listing has been disconnected on a previous PON.
New		This was just fixed with the June release and the final phase of the fix is in the August release. The Reps now have the ability to respond back on the correct version of the PON using the JSP tool.
Retain		QSI proposes for the WPP. Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Retain		QSI proposes for the WPP. Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.

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Retain		QSI proposes for the WPP. Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Delete	Deletion Approved	
Retain		Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Retain		Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Retain		Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Retain		Products have fixed standard intervals and therefore always the same. Verizon had floating intervals.
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
Retain		
Retain		
Delete	Deletion Approved	
Retain		
Retain		
Delete	Deletion Approved	
Retain		
Retain		
Delete	Deletion Approved	
Retain		

Retain		
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Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Delete	Deletion Approved	
New C2C		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.

Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Delete	Deletion Approved	
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Delete	Deletion Approved	
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Retain		FairPoint has fixed standard intervals, unlike Verizon, making interval measures meaningless. % Missed appointment is a better measure of performance.
Retain		
Retain		
Retain		

Retain		
New C2C		
New C2C		
New C2C		
New C2C		
roll up		
roll up		
roll up		
roll up		
Retain		
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain		FairPoint proposes to roll up IOF & EEL into Specials, if services are ordered.
Retain		FairPoint proposes to roll up IOF & EEL into Specials, if services are ordered.
New C2C		
New C2C		
Retain		
roll up		
roll up		
Retain		
Retain		
N/A?		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		

Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
Retain		
Retain		
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Deletion Approved	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
New C2C		
Retain		
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
New C2C		
Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.

Delete	Deletion Approved	
New C2C		
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
New C2C		
Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain	Agree Keep	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Retain	Agree Keep	
Retain	Agree Keep	
New		Please explain numerator and denominator and source for this information. % on Time is measured. Do not understand this measure. Retail and Wholesale use the same database for loop qual information.

		DSR orders are not "provisioned" as other services. BCN indicates completion of order in FairPoint Systems.
New		Please explainnumerator and denominator and source for this information. FairPoint's DL asset in Seibel. It is also in Idearc LVR. Siebel sends updates nightly to Idearc (as of 1/1/11) and nightly updates to the DA database. Siebel is addressed via completion notification metric.
New C2C		
Retain		Facility misses are included in other % Missed Appt.
Retain		
Retain		Facility misses are included in other % Missed Appt.
Retain		Facility misses are included in other % Missed Appt.
Delete	Deletion Approved	
Retain		Facility misses are included in other % Missed Appt.
Retain		Facility misses are included in other % Missed Appt.
Retain		Facility misses are included in other % Missed Appt.
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
New C2C		
Retain		
Retain		

Retain		
Retain		
Delete	Deletion Approved	
Retain		
Retain		
Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
New C2C		
New C2C		
Retain	Agree Keep	
roll up		
roll up		
Retain	Agree Keep	
Delete	Deletion Approved	
Retain	Agree Keep	
New C2C		
Retain		

Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain		
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Deletion Approved	
Delete	Agree Delete	
New C2C		
New C2C		
Retain	Agree Keep	
roll up		
roll up		
Retain	Agree Keep	
Retain	Agree Keep	

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NA?		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
Retain		
Retain	Agree Keep	
Retain		
roll up		
roll up		
Retain		
Retain		
Retain		
Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Agree Delete	
Retain		
Retain		
Retain		
Retain	Agree Keep	
Retain		
Retain		
Retain		

Retain	Agree Keep	
New		Tag & locate is not required on all orders. Do not understand metric numerator, denominator or source of data. Tag & locate is a manual process. If this is reported as a trouble it will be captured in PR-6 metric (Installation troubles)
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		
Retain	Agree Keep	
Retain		Note: Comcast did not have metric number, or identify product. FairPoint assumes Trunks is the intended product group.
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Retain		

Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		FairPoint does not track subsequent reports. Subsequents are queries while a trouble is open, not an additional trouble.
Retain		FairPoint does not track subsequent reports. Subsequents are queries while a trouble is open, not an additional trouble.
Retain		FairPoint does not track subsequent reports. Subsequents are queries while a trouble is open, not an additional trouble.
Delete	Deletion Approved	
Retain		FairPoint does not track subsequent reports. Subsequents are queries while a trouble is open, not an additional trouble.
Retain		FairPoint does not track subsequent reports. Subsequents are queries while a trouble is open, not an additional trouble.
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Delete	Agree Delete	

Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Deletion Approved	
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Delete	Deletion Approved	
New C2C		
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	

Delete	Deletion Approved	
New C2C		
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Agree Delete	
Delete	Agree Delete	
Delete	Deletion Approved	
Delete	Deletion Approved	
		Assume Comcast means Trunks. Trunk troubles do not have appointment intervals. VZ did not either (nor specials). Can't be measured.
New C2C		
New C2C		
Retain		
Retain		
Retain		
Retain		
Retain		

Delete	Deletion Approved	
Retain		
Retain	Agree Keep	
Retain		
Retain		
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Delete	Deletion Approved	
New C2C		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Delete	Deletion Approved	
New C2C		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		

Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
New C2C		
Retain		
roll up		
roll up		
roll up		
Retain		
Delete	Deletion Approved	
Retain		
Retain		
New C2C		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		
Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
Retain		Comcast didn't provide metric #. Assuming this is the metric intended
New C2C		
New C2C		
Retain		
Retain		

Retain		
Retain		
Delete	Deletion Approved	
Delete	Deletion Approved	
Retain		
Retain		
Retain		
New C2C		
Retain		
Retain		
Retain		
Retain		
Delete	Deletion Approved	
Delete	Deletion Approved	
New C2C		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		
Retain		
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Retain		
New C2C		
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	

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Retain		
Retain		
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Delete	Deletion Approved	
Retain		
Retain	Agree Keep	
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.
Delete	Deletion Approved	
Retain		
New C2C		
New C2C		
Retain	Agree Keep	
Retain		
Retain		
Retain	Agree Keep	
Delete	Deletion Approved	
Retain	Agree Keep	
NA?		Line Sharing & Line Splitting are no longer UNEs. The metrics that created this are no longer required, nor defined in the Guidelines
Retain		
Retain	Agree Keep	
Retain	Deletion Approved	Line Sharing is no longer a UNE and this metric is already deleted.

Delete	Deletion Approved	
Retain		
New		These are included in MR-5 metric for repeat reports. Why do we need a subset. If an initial trouble is "NTF" and a second found trouble occurs within 30 days, it's scored as a repeat.
Retain	Agree Keep	
Retain	Agree Keep	
Retain	Agree Keep	
Retain	Agree Keep	
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	
Retain		
Retain		
Retain		
Retain		
Retain		
Retain		

Retain		
New C2C		
Retain	Agree Keep	
Retain	Agree Keep	
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New C2C		
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Retain		
Retain	Agree Keep	Usage Data Delivery Timeliness: How is this different than existing metric?
Retain	Agree Keep	Mean Time to Deliver Invoices: How is this different than existing metric?
Retain & New metric	Agree Keep	% bill dispute tracking numbers posted online on the tracking spreadsheet within 2 business days after the bill dispute submitted. How is this different than existing metric??

Retain	Agree Keep	% BAR responded to in 40 Bus. days: This seems to be similar to existing metric, though different time line.
Retain		
Retain	Agree Keep	
Retain		Invoice Accuracy. How is this different than existing metric, designed to measure invoice accuracy?
New		Is this a measure of retail lines? Isn't a final bill provided after disconnect? Reason for disconnects are not tracked, making this impossible to measure. Effective billing date is utilized for original disconnect date, if bill is delayed.
New		Do not understand this metric. Please provide numerator, denominator and suggested source of information. Is this a retail bill or a wholesale bill.
New		Do not understand this metric. Please provide numerator, denominator and suggested source of information.
New		This would require manual reporting by CLECs to identify. Manual metric.