STATE OF NEW HAMPSHIRE
Inter-Department Communication
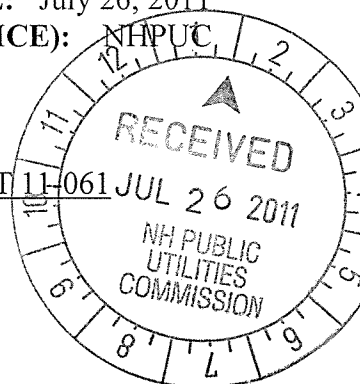
DATE: July 26, 2011

AT (OFFICE): NHPUC

FROM: Les Stachow

SUBJECT: Recommendation on metrics to be audited for PAP in case: DT 11-061

TO: Commission
Executive Director

On Wednesday June 29, 2011, staff met with FairPoint and the following CLEC representatives: segTel, Sovernet, BayRing, G4, OTT Communications (by phone One Communications, Comcast, GWI). The meeting was tasked with seeking agreement on a list of PAP related metrics to be audited, in keeping with Order No. 25,221, in the above-mentioned docket.

Following a productive meeting, agreement was reached on a significant number of metric recommendations. Subsequent analysis indicated that a number of metrics had been overlooked that required further coordination with the parties. As a result of genuine collaboration, the parties, including FairPoint and the CLECs, agreed on an audit of 105 metrics. There are 2 additional metrics on which agreement could not be reached. Staff recommends including these 2 metrics in the audit. Following is a summary of the 2 metrics, FairPoint's position on why they should not be included, the CLECs' position on why they should be included and Staff's recommendation. Finally, attached is the complete list of the 107 metrics which Staff recommends be included in the audit.

PO 6-01-6000: Software validation. Systems metric

FairPoint Position:	Rejected, no observable performance since no major software updates carried out
CLEC Position:	Question whether software updates were performed since experience under Verizon indicated at least twice per year.
Staff recommendation:	Audit to determine with what frequency and how software upgrades are carried out and what definitions Fair Point are using for 'major'.

OR 6-04-1040: % Accuracy, Directory Listing. All Directory Listings

FairPoint Position:	Not a PAP metric thus rejected.
CLEC Position:	Many CLEC's have reported difficulties with respect to Directory Listing services and thus the relevant metric should be audited to shed light on FP performance.

Staff recommendation: Audit, since Directory Listings orders are a critical component of the interface between a CLEC and its customer, and the CLEC's must depend in part on FP's responsiveness in this case

List of metrics recommended for audit:

Metric #	Metric Title
PO-1-01-6020	Average Response Time - Customer Service Record (CSR)
PO-1-01-6050	Average Response Time - Customer Service Record (CSR)
PO-1-06-6050	Average Response Time - Mech. Loop Qualification - xDSL
PO-2-02-6020	OSS Interface Availability - Prime Time
PO-2-02-6080	OSS Interface Availability - Prime Time
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)
PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-5)
PO-8-01-6000	% On Time - Manual Loop Qualification
OR-1-02-2320	% On Time LSRC - Flow Through
OR-1-02-3331	% On Time LSRC - Flow Through
OR-1-04-2320	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)
OR-1-04-3331	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)
OR-1-04-3342	% On Time LSRC/ASRC - No Fac. Chk (Elect. - No Flow Thru)
OR-1-06-2320	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)
OR-1-06-3200	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)
OR-1-06-3331	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)
OR-1-06-3342	% On Time LSRC/ASRC - Fac. Chk (Electronic - No Flow-thru)
OR-1-12-5020	% On Time FOC
OR-1-13-5000	% On Time Design Layout Record (DLR)
OR-2-02-3331	% On Time LSR Reject (Flow-Through)
OR-2-02-2320	% On Time LSR Reject (Flow-Through)
OR-2-04-2320	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)
OR-2-04-3331	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)
OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check (Electronic - No Flow-through)
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale
OR-2-06-2320	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)
OR-2-06-3331	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)
OR-2-06-3342	% On Time LSR/ASR Reject - Facility Check (Electronic - No Flow-Through)
OR-2-12-5020	% On Time Trunk ASR Reject

OR-4-16-1000	% Provisioning Completion Notifiers sent within one (1) Business Day
OR-4-17-1000	% Billing Completion Notifiers sent on time
OR-5-03-2000	% Flow Through Achieved
OR-5-03-3112	% Flow Through Achieved
OR-5-03-3121	% Flow Through Achieved
OR-5-03-3140	% Flow Through Achieved
OR-6-03-3331	% Accuracy - LSRC
PR-4-01-3211	% Missed Appointment - FairPoint - Total
PR-4-01-3213	% Missed Appointment - FairPoint - Total
PR-4-02-3342	Average Delay Days - Total
PR-4-04-2100	% Missed Appointment - FairPoint - Dispatch
PR-4-04-3113	% Missed Appointment - FairPoint - Dispatch
PR-4-05-2100	% Missed Appointment - FairPoint - No Dispatch
PR-4-05-3113	% Missed Appointment - FairPoint - No Dispatch
PR-4-07-3540	% On Time Performance - LNP Only
PR-4-14-3342	% Completed On Time - 2-Wire xDSL
PR-4-15-5000	% On Time Provisioning - Trunks
PR-5-01-3112	% Missed Appointment - FairPoint - Facilities
PR-5-02-3112	% Orders Held for Facilities > 15 Days
PR-5-02-5000	% Orders Held for Facilities > 15 Days
PR-6-01-2100	% Installation Troubles reported within 30 Days
PR-6-01-3113	% Installation Troubles reported within 30 Days
PR-6-01-3200	% Installation Troubles reported within 30 Days
PR-6-01-3342	% Installation Troubles reported within 30 Days
PR-6-01-5000	% Installation Troubles reported within 30 Days
PR-6-02-3520	% Installation Troubles reported within seven (7) Days
PR-8-01-3200	Percent Open Orders in a Hold Status > 30 Days
PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days
PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days
PR-9-01-3520	% On Time Performance - Hot Cut
PR-9-08-3533	Average Duration of Hot Cut Installation Troubles
MR-2-03-3342	Network Trouble Report Rate - Central Office
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale

MR-3-01-2110	% Missed Repair Appointment - Loop
MR-3-01-2120	% Missed Repair Appointment - Loop
MR-3-01-3112	% Missed Repair Appointment - Loop
MR-3-01-3342	% Missed Repair Appointment - Loop
MR-3-02-2110	% Missed Repair Appointment - Central Office
MR-3-02-2120	% Missed Repair Appointment - Central Office
MR-3-02-3112	% Missed Repair Appointment - Central Office
MR-3-02-3342	% Missed Repair Appointment - Central Office
MR-4-01-3217	Mean Time To Repair - Total
MR-4-02-2110	Mean Time To Repair - Loop Trouble
MR-4-02-2120	Mean Time To Repair - Loop Trouble
MR-4-02-3112	Mean Time To Repair - Loop Trouble
MR-4-02-3342	Mean Time To Repair - Loop Trouble
MR-4-03-2110	Mean Time To Repair - Central Office Trouble
MR-4-03-2120	Mean Time To Repair - Central Office Trouble
MR-4-03-3112	Mean Time To Repair - Central Office Trouble
MR-4-03-3342	Mean Time To Repair - Central Office Trouble
MR-4-06-3217	% Out of Service > 4 Hours
MR-4-06-5000	% Out of Service > 4 Hours
MR-4-07-3112	% Out of Service > 12 Hours
MR-4-07-3342	% Out of Service > 12 Hours
MR-4-08-2110	% Out of Service > 24 Hours
MR-4-08-2120	% Out of Service > 24 Hours
MR-4-08-3112	% Out of Service > 24 Hours
MR-4-08-3217	% Out of Service > 24 Hours
MR-4-08-3342	% Out of Service > 24 Hours
MR-4-08-5000	% Out of Service > 24 Hours
MR-5-01-2100	% Repeat Reports within 30 Days
MR-5-01-3112	% Repeat Reports within 30 Days
MR-5-01-3200	% Repeat Reports within 30 Days
MR-5-01-3342	% Repeat Reports within 30 Days
MR-5-01-5000	% Repeat Reports within 30 Days
NP-1-03-5000	Number Final Trunk Groups Exceeding Blocking Standard - Two (2) Months

NP-1-04-5000	Number Final Trunk Groups Exceeding Blocking Standard - Three (3) Months
NP-2-01/2	% OT Response to Request for Collocation - Total
NP-2-01-6701	% On Time Response to Request for Physical Collocation
NP-2-01-6702	% On Time Response to Request for Physical Collocation
NP-2-05/6	% On Time - Physical Collocation - Total
NP-2-05-6701	% On Time - Physical Collocation
NP-2-05-6702	% On Time - Physical Collocation
BI-1-02-1000	% DUF in four (4) Business Days
BI-3-04-1000	% CLEC Billing Claims Acknowledged within two (2) Business Days
BI-3-05-1000	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment
PO-6-01-6000	Software Validation
OR-6-04-1040	% Accuracy - Directory Listing