

Industry Notification – Accessible Letter

Date:	November 10, 2009	Number: PRC 0051-11102009
Effective Date	November 09, 2009	Category: Process
Subject:	Metrics Report on Status of Cutover Activities	
Related Letters:	PRC 0031-09182009, PRC 0038-10072009, PRC 0040-10122009, PRC 0046-10262009	
Attachments:	FairPoint Communications NNE Bi-Weekly Dashboard	
Target Audience	IXC, CLEC, Wireless, UNE	
Area Impacted:		
Wholesale Customer Response deadline:		
Contact:	Send all Questions to: FairPointInput@FairPoint.com	
Conference Call/Meeting	N/A	

Dear FairPoint Communications Wholesale Customer:

This notice is being sent to FairPoint Communications Wholesale Customers as a follow-up to Accessible Letter PRC 0046-10262009 'Metrics Report on Status of Cutover Activities – update'

Attached is the FairPoint BiWeekly Dashboard dated 11/09/09.

In addition to the Key Performance Indicators (KPI's) reported on the dashboard released 10/26/09, we have added the following KPIs that were scheduled to be included on this release.

- Installation metrics by State
- Monthly Billing Adjustment metrics

In acknowledgment of the comments we received on our previous report which was inquiries of whether data points represented a measurement at the end of the week or a measurement that was accumulative count for the week, where applicable we have added additional comments in the Metric Heading sections to explain. Please let us know if you have any questions about these updates or the additional KPI information provided in this release.

In addition we would like to refer to projects that are in motion in relation to the performance measurements. The Operation's staff has implemented several enhancements that will provide the technicians additional information so that they can complete repairs efficiently. An additional enhancement is being



evaluated and scheduled for deployment in December with the intent to increase dispatch accuracy and reduce repair times.

With regards to order flow-through and on-time installations there have been several short term and long term initiatives identified. These initiatives are focused on late orders and the streamlining of manual order queues. In addition to these initiatives a number of process improvements have been identified and are being implemented to continue to improve order flow-through and on-time installations.

As updates become available with the above mentioned projects we will provide them to you.

Please direct any questions or comments regarding this report to FairPointInput@FairPoint.com