FairPoint Communication NNE

Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer

	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30	1/31-2/6 (2	2/7 - 2/13 (	2/14 - 2/20	Goals
% Abandon[1]	0.01	0.01	0.01	0.01	0.01	0.01	0	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0.05
Average Speed of Answer in Seconds	14	8	5	15	9	8	6	9	13	11	9	9	15	7	6	
Svc Level[2]	0.84	0.88	0.94	0.82	0.87	0.89	0.92	0.88	0.81	0.88	0.87	0.89	0.87	0.9	0.94	0.75

BSBC - Small Business

	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30	1/31-2/6 (2	2/7 - 2/13 (	2/14 - 2/20	Goals
% Abandon[1]	0.02	0.01	0	0.01	0.01	0.01	0.01	0.01	0.02	0.02	0.01	0.01	0.01	0.02	0.01	0.05
Average Speed of Answer in Seconds	20	12	4	6	12	16	10	11	16	14	8	8	9	18	8	
Svc Level[2]	0.78	0.88	0.92	0.92	0.86	0.82	0.88	0.87	0.81	0.84	0.91	0.9	0.89	0.82	0.9	0.75

Repair (RRC)

	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30	1/31-2/6 (2	2/7 - 2/13 (	2/14 - 2/20	Goals
% Abandon[1]	0.01	0.01	0.01	0.01	0.01	0.01	0	0.01	0	0.01	0.01	0.01	0.01	0.01	0.01	
Average Speed of Answer in Seconds	9	9	6	13	11	8	5	6	4	8	6	9	9	6	11	
Svc Level[2]	0.89	0.91	0.9	0.87	0.9	0.89	0.96	0.94	0.97	0.92	0.93	0.93	0.93	0.93	0.91	0.8

Collections

	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30	1/31-2/6 (2	2/7 - 2/13 (	2/14 - 2/20	Goals
% Abandon[1]	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.02	0.01	0.01	0.02	0.01	0.05
Average Speed of Answer in Seconds	7	14	19	14	9	16	7	8	19	6	9	9	13	16	7	20
Svc Level[2]	0.9	0.81	0.74	0.85	0.88	0.81	0.93	0.9	0.76	0.94	0.88	0.87	0.82	0.8	0.92	0.8

Late Order Metrics -This metric is measured on the last day of the weekly period[6,7]	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30 (2	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (2011)
Retail Total															
Total Late Orders - POTS	89	91	134	57	84	77	70	82	92	100	78	73	49	53	42
Orders late >20 Days - POTS	6	4	5	4	4	1	3	5	10	6	3	4	3	2	3
% Late Orders - POTS[3]	0.06	0.06	0.08	0.04	0.07	0.06	0.05	0.06	0.07	0.08	0.07	0.06	0.05	0.05	0.0377698
Total Late Orders - DSL	214	202	225	232	322	310	337	313	312	375	366	383	336	259	247
Orders late >20 Days - DSL	14	16	16	14	18	11	13	21	31	26	24	25	36	25	30
% Late Orders - DSL[3]	0.1	0.09	0.1	0.09	0.12	0.12	0.12	0.1	0.1	0.12	0.12	0.1399854	0.13	0.099234	0.0992337
Total Late Orders - Other Retail	68	69	63	68	82	65	59	68	63	77	82	100	116	134	119
Orders late >20 Days - Other Retail	11	10	12	13	15	10	14	16	16	10	11	14	19	22	41
% Late Orders - Other Retail[3]	0.21	0.21	0.19	0.2	0.24	0.18	0.13	0.14	0.12	0.15	0.1464286	0.1718213	0.21	0.249534	0.231068
Total Late Orders - Total Retail	371	362	422	357	488	452	466	463	467	552	526	556	501	446	408
Orders late >20 Days - Total Retail	31	30	33	31	37	22	30	42	57	42	38	43	58	49	74
% Late Orders - **Total Retail**[3]	0.09	0.09	0.1	0.09	0.11	0.11	0.1	0.09	0.09	0.12	0.107172	0.123638	0.123638	0.104719	0.0968891
LSR															
Total Late Orders -CB- Number Portability	34	58	41	69	145	46	24	39	39	51	37	35	31	25	20
Orders Late >20 Days -CB- Number Portability	6	5	5	5	6	3	4	5	3	2	2	5	4	3	0
% Late Orders **-CB- Number Portability**[3]	0.03	0.05	0.03	0.05	0.11	0.04	0.02	0.04	0.03	0.05	0.0344186	0.0318182	0.031818	0.021853	0.016696
Total Late Orders - JB -Standalone DL only VZ added	48	7	9	4	2	7	6	4	3	6	4	3	3	7	7
Orders Late >20 Days - JB -Standalone DL only VZ added	0	0	1	2	1	0	0	0	1	0	0	0	0	0	0
% Late Orders - **JB -Standalone DL only VZ added**[3]	0.04	0.01	0.01	0.01	0	0.01	0.01	0.01	0	0.01	0.0062112	0.0047468	0	0.008963	0.0096419
Total Late Orders - All Other	69	51	58	69	59	60	75	61	60	51	47	44	61	46	60
Orders Late >20 Days - All Other	7	3	4	8	7	6	9	10	11	1	4	9	6	3	6
% Late Orders - **All Other** [3]	0.14	0.11	0.14	0.17	0.14	0.15	0.19	0.18	0.13	0.14	0.1309192	0.1062802	0.13	0.133721	0.15
Total Late Orders	151	116	108	142	206	113	105	104	102	108	88	82	95	78	87
Total Orders late >20 Days	13	8	10	15	14	9	13	15	15	3	6	14	10	6	6
Total % Late Orders[3]	0.05	0.05	0.05	0.06	0.08	0.05	0.05	0.06	0.04	0.05	0.0423484	0.0382106	0.04	0.034376	0.0385638
ASR															
Total Late Orders	73	76	90	88	90	87	83	94	77	81	85	78	78	67	69
Total Orders late >20 Days	30	36	32	29	29	34	33	44	44	43	41	38	26	28	30
Total % Late Orders[3]	0.14	0.16	0.2	0.18	0.18	0.18	0.18	0.22	0.19	0.2	0.1741803	0.1741803	0.19	0.174107	0.1977077

Late Disconnects-This metric is measured on the last day of the weekly period[7]	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30 (2	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (2011)
Retail Total															
Total Late Disconnect Orders - POTS	12	87	22	26	17	25	16	33	38	85	33	27	13	17	15
Orders late >20 Days - POTS	2	2	2	5	2	2	1	2	1	1	1	2	1	0	0
% Late Disconnect Orders - POTS[3]	0.04	0.28	0.08	0.12	0.08	0.1	0.07	0.14	0.14	0.26	0.1217712	0.1018868	0.049242	0.049242	0.0604839
Total Late Disconnect Orders - DSL	35	96	41	64	53	36	37	64	104	77	39	45	20	31	31
Orders late >20 Days - DSL	6	7	3	3	4	3	5	6	5	4	7	10	2	4	1
% Late Disconnect Orders - DSL[3]	0.1	0.33	0.17	0.28	0.28	0.24	0.21	0.31	0.47	0.37	0.2532468	0.2419355	0.1	0.146919	0.19375
Total Late Disconnect Orders - Other Retail	26	72	93	75	89	68	65	69	74	86	44	31	38	60	36
Orders late >20 Days - Other Retail	4	10	11	13	39	26	25	20	39	34	12	11	11	25	19
% Late Disconnect Orders - Other Retail[3]	0.24	0.47	0.41	0.49	0.48	0.42	0.41	0.48	0.41	0.46	0.2857143	0.2366412	0.32	0.306122	0.28125
Total Late Disconnect Orders - Total Retail	73	255	156	165	159	129	118	166	216	248	116	103	71	108	82
Orders late >20 Days - Total Retail	12	19	16	21	45	31	31	28	45	39	20	23	14	29	20
% Late Disconnect Orders - Total Retail[3]	0.09	0.34	0.21	0.27	0.27	0.23	0.21	0.28	0.32	0.35	0.2003454	0.1769759	0.12	0.14876	0.1529851
LSR															
Total Late Disconnect Orders -CB- Number Portability	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Orders Late >20 Days -CB- Number Portability	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% Late Disconnect Orders -CB- Number Portability[3]	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Late Disconnect Orders - JB -Standalone DL only VZ added	21	12	7	5	3	4	2	2	1	2	0	2	0	0	5
Orders Late >20 Days - JB -Standalone DL only VZ added	0	1	0	1	0	1	2	2	0	0	0	0	0	0	0
% Late Disconnect Orders - JB -Standalone DL only VZ added[3]	0.03	0.03	0.01	0.01	0	0.01	0	0	0	0	0	0.0043668	0.004367	0	0.010917
Total Late Disconnect Orders - All Other	8	4	3	5	9	6	6	6	9	14	10	6	9	10	8
Orders Late >20 Days - All Other	1	1	0	0	1	0	1	1	2	2	0	0	0	2	1
% Late Disconnect Orders - All Other [3]	0.05	0.03	0.01	0.03	0.07	0.05	0.06	0.07	0.08	0.15	0.0826446	0.0631579	0.08	0.088496	0.06
Total Late Disconnect Orders	29	16	10	10	12	10	8	8	10	16	10	8	9	10	13
Total Orders late >20 Days	1	2	0	1	1	1	3	3	2	2	0	0	0	2	1
Total Late % Disconnect Orders[3]	0.03	0.03	0.01	0.01	0.02	0.01	0.02	0.01	0.01	0.02	0.0151057	0.0144665	0.01	0.018904	0.0218855
ASR															
Total Late Disconnect Orders	18	30	37	37	31	21	23	31	26	115	60	49	40	20	19
Total Orders late >20 Days	5	5	6	5	15	13	7	4	2	4	5	5	3	8	9
Total Late % Disconnect Orders[3]	0.09	0.14	0.17	0.19	0.16	0.09	0.11	0.15	0.07	0.32	0.2105263	0.176259	0.15	0.09	0.0652921
Billing	11/8-11/14 (2	11/15-11/21 (	11/22-11/28 (	11/29-12/5 (2	12/6-12/12 (2	12/13-12/19 (2	12/20-12/26 (	12/27-1/2 (2	1/3-1/9 (20	1/10-1/16 (2	1/17-1/23 (	1/24-1/30 (2	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (2011)
% Bills known to be in Error (excluding format errors)	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.013	0.019	0.019	0.019	0.019	0.019	0.018	0.018
				40492				40522				40554			
Adjustments percentage[4]				0.0398				0.059				0.0265			
% of bills adjusted[5]				0.013				0.0103				0.0106			
						Excluding $1M in ESG adjustments related to ICB rating									

[1] % Abandon is calculated by Calls abandon divided by Calls Offered.

[2] Service Level is calculated by Calls Answered within 20 seconds divided by Call Offered

[3] % Late is calculated by Late Pending Orders divided by Total Current Pending Orders.

[4] Adjustments percentage is calculated by dividing the total non-call center billing adjustments by the monthly billed revenue as of the last month of the end of the previous quarter. This metric will be provided monthly on the first bi-weekly report following the 8th calendar day of each month.

[5] Numerator is the number of bills with adjustments. Denominator is the total number of bills produced monthly. This metric will be provided monthly on the first bi-weekly report following the 8th calendar day of each month.

[6] Total Pending Late orders excludes disconnect orders as this is in parity with historical industry reporting standards. Disconnect orders are tracked in a separate section of this report. This metric also excludes late orders due to customer reason.

[7] LSR and ASR Late Order Metrics and Late Disconnects previous data is not available.

Flow Through

Data (FT Orders)	Total FT Pending I	New FT Orders R	New FT Orders R	Total Completed[3]	100% FT Comple	Total FT Pending	% Flow Through
Retail (POTS, DSL, Dir Listing)							
01/17/2011 - 01/23/2011	1824	9649	7758	9836	7186	1637	0.730581537
01/24/2011 - 01/30/2011	1637	8482	6687	8610	6385	1509	0.741579559
01/31/2011 - 02/06/2011	1509	8127	6439	8377	6116	1259	0.730094306
02/07/2011 - 02/13/2011	1259	9871	8109	9762	7654	1368	0.784060643
02/14/2011 - 02/20/2011	1368	9109	7323	8893	6547	1584	0.736197009
LSR - JB							
01/17/2011 - 01/23/2011	820	2616	1461	2626	2248	810	0.856054836
01/24/2011 - 01/30/2011	810	2560	1568	2807	2660	563	0.947630923
01/31/2011 - 02/06/2011	563	3308	2023	3076	2873	795	0.934005202
02/07/2011 - 02/13/2011	795	3146	1797	3103	2683	838	0.864647116
02/14/2011 - 02/20/2011	838	2672	1550	2881	2623	629	0.910447761
LSR - CB							
01/17/2011 - 01/23/2011	3986	908	76	874	502	4020	0.574370709
01/24/2011 - 01/30/2011	4020	983	85	863	532	4140	0.616454229
01/31/2011 - 02/06/2011	4140	1056	132	895	573	4301	0.640223464
02/07/2011 - 02/13/2011	4301	1120	112	921	592	4500	0.642779587
02/14/2011 - 02/20/2011	4500	1002	122	935	621	4567	0.664171123
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
01/17/2011 - 01/23/2011	308	580	219	539	404	349	0.749536178
01/24/2011 - 01/30/2011	349	598	230	641	491	306	0.766
01/31/2011 - 02/06/2011	306	586	251	599	463	293	0.773
02/07/2011 - 02/13/2011	293	592	262	604	461	281	0.763245033
02/14/2011 - 02/20/2011	281	844	479	821	665	304	0.80998782

		Week Ending 1/0	Week Ending 1/1	Week Ending 1/2	Week Ending 1/3	Week Ending 2/6	Week Ending 2/1	Week Ending 2/20
R	% Retail Total Orders Designed	0.7814	0.7644	0.789671823	0.788363231	0.772675414	0.7946	0.79457432
	% LSR Total Orders Designed as	0.9459	0.9637	0.962702322	0.941350307	0.965288612	0.9605	0.956797967

[1] Flow through eligible orders consist of only those orders with 100% system processing by design.

[2] This is a subset of flow through orders received. These are included in new received.

[3] These represent all Flow Through orders that have completed regardless of manual intervention.

[4] These represent all flow through orders that have completed without manual intervention. These are included in the Total Completed

[5] Pending total represents in-flight orders that did not complete in current week and carry over to start of following week.

MAINE

Installation Activity-**Installation order count is cumulative for the weekly period. This includes all channels, products and does not include disconnects.**

	11/8-11/14	11/15-11/21	11/22-11/28 (2	11/29-12/5	12/6-12/12 (	12/13-12/19	12/20-12/26 (	12/27-1/2 (20	1/3-1/9 (201	1/10-1/16	1/17-1/23	1/24-1/30	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Total Orders Completed	5099	5963	4190	6314	5480	5399	4036	3895	6033	4976	4994	4648	4828	5894	5283
Total Orders Met	4581	5525	3965	5828	4839	4966	3696	3556	5282	4549	4528	4281	4380	5464	4896
% Orders Met	0.8984	0.9265	0.9463	0.923	0.883	0.9198	0.9158	0.913	0.8755	0.9142	0.906688	0.921041	0.907208	0.927044	0.926746
Total Not Met Orders	518	438	225	486	641	433	340	339	751	427	466	367	448	430	387
Not Met Orders - Company Reason	462	366	166	355	414	328	272	290	679	336	353	288	369	346	302
Not Met Orders - Customer Reason	56	72	59	131	227	105	68	49	72	91	113	79	79	84	85
% Not Met Orders	0.1016	0.0735	0.0537	0.077	0.117	0.0802	0.0842	0.087	0.1245	0.0858	0.093312	0.078959	0.092792	0.072956	0.073254
Total Dispatchable Orders	491	610	391	634	702	695	579	445	653	767	660	787	738	836	846
Total Customer Appointment Orders	106	141	104	152	160	146	103	88	139	152	138	174	148	202	198
Total Customer Appointment Orders Not Met	27	25	13	20	25	30	20	15	19	35	26	20	21	39	34
Customer Appointment Orders Not Met-Customer Reason	4	6	4	7	7	1	9	3	6	7	11	11	12	13	9

Repair Activity-**In the metric trouble reports this represent cumulative count for the weekly metric. This includes all channels and products.**

	11/8-11/14	11/15-11/21	11/22-11/28 (2	11/29-12/5	12/6-12/12 (	12/13-12/19	12/20-12/26 (	12/27-1/2 (20	1/3-1/9 (201	1/10-1/16	1/17-1/23	1/24-1/30	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Total Trouble Reports - per 100 lines [1]	0.5	0.41	0.27	0.39	0.37	0.5	0.28	0.32	0.35	0.31	0.31	0.29	0.32	0.4	0.38
Repeat Report Rate [2]	0.06	0.06	0.05	0.06	0.05	0.06	0.06	0.04	0.04	0.04	0.04	0.04	0.03	0.05	0.05
% repair Commitments met[3]	0.81	0.83	0.87	0.87	0.8	0.85	0.86	0.85	0.85	0.83	0.86	0.8563	0.7814	0.6928	0.7387
% Cleared in 24 hours[4]	0.52	0.66	0.63	0.73	0.64	0.62	0.67	0.68	0.65	0.61	0.67	0.694	0.6443	0.6245	0.6713

PUC Complaints[5]	11/8-11/14	11/15-11/21	11/22-11/28 (2	11/29-12/5	12/6-12/12 (	12/13-12/19	12/20-12/26 (	12/27-1/2 (20	1/3-1/9 (201	1/10-1/16	1/17-1/23	1/24-1/30	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Maine															
Previous Weekly Open	65	47	47	41	39	37	39	31	32	41	42	44	48	43	51
Total Completed/Removed since Previous Reporting Period	30	13	10	17	8	5	13	4	2	4	5	3	7	7	8
Total Added since Previous Reporting Period	12	13	4	15	6	7	5	5	11	5	7	7	2	15	3
Currently Open	47	47	41	39	37	39	31	32	41	42	44	48	43	51	46
FairPoint Active[6]	21	30	20	19	17	20	15	12	24	22	27	18	10	20	20

[1] To calculate this metric we will use the publicly reported Total Access Lines as of the previous quarter.

[2] Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this includes Wholesale and includes customer caused troubles. Repeat Report (Repeater Maintenance) - a check that indicates the TN/Circuit ID being reported by the customer was reported within the previous 30 days.

[3] % Repair Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

[4] % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours divided by Total troubles completed.

[5] PUC Complaints are classified as completed when the complaint has been closed with the PUC

[6] Currently open PUC Complaint count less those that have been sent to the PUC as resolved by FairPoint.

New Hampshire

Installation Activity-**Installation order count is cumulative for the weekly period. This includes all channels, products and does not include disconnects.**

	11/8-11/14 (	11/15-11/21 (	11/22-11/28 (	11/29-12/5	12/6-12/12 (	12/13-12/19 (	12/20-12/26 (	12/27-1/2 (20	1/3-1/9 (201	1/10-1/16 (	1/17-1/23 (	1/24-1/30 (	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Total Orders Completed	4607	7034	4325	5618	4785	5289	3952	4467	5853	4817	5049	4887	4530	5086	4984
Total Orders Met	4249	6660	4118	5112	4252	4890	3712	4229	5064	4460	4691	4634	4266	4814	4710
% Orders Met	0.9223	0.9468	0.9521	0.9099	0.8886	0.9246	0.9393	0.9467	0.8652	0.9259	0.929095	0.94823	0.941722	0.94652	0.945024
Total Not Met Orders	358	374	207	506	533	399	240	238	789	357	358	253	264	272	274
Not Met Orders - Company Reason	295	300	163	337	283	260	162	201	705	262	254	177	199	189	205
Not Met Orders - Customer Reason	63	74	44	169	250	139	78	37	84	95	104	76	65	83	69
% Not Met Orders	0.0777	0.0532	0.0479	0.0901	0.1114	0.0754	0.0607	0.0533	0.1348	0.0741	0.070905	0.05177	0.058278	0.05348	0.054976
Total Dispatchable Orders	552	576	405	568	569	578	393	384	454	478	401	542	479	464	482
Total Customer Appointment Orders	103	98	86	123	118	122	93	96	98	82	86	128	104	125	136
Total Customer Appointment Orders Not Met	14	16	8	14	17	14	13	11	12	10	14	13	10	12	17
Customer Appointment Orders Not Met-Customer Reason	2	9	4	7	6	7	6	2	5	3	4	7	3	6	6

Repair Activity-**In the metric trouble reports this represent cumulative count for the weekly metric. This includes all channels and products.**

	11/8-11/14 (	11/15-11/21 (	11/22-11/28 (	11/29-12/5	12/6-12/12 (	12/13-12/19 (	12/20-12/26 (	12/27-1/2 (20	1/3-1/9 (201	1/10-1/16 (	1/17-1/23 (	1/24-1/30 (	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Total Trouble Reports - per 100 lines[1]	0.33	0.35	0.24	0.34	0.25	0.35	0.23	0.24	0.27	0.24	0.28	0.25	0.23	0.32	0.35
Repeat Report Rate[2]	0.04	0.05	0.03	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.04	0.04
% repair appts met[3]	0.89	0.89	0.88	0.92	0.87	0.88	0.89	0.88	0.89	0.85	0.84	0.9052	0.8645	0.7747	0.8067
% Cleared in 24 hours[4]	0.67	0.79	0.67	0.75	0.7	0.76	0.71	0.73	0.73	0.73	0.67	0.7452	0.748	0.7259	0.7268

PUC Complaints[5]	11/8-11/14 (	11/15-11/21 (	11/22-11/28 (	11/29-12/5	12/6-12/12 (	12/13-12/19 (	12/20-12/26 (	12/27-1/2 (20	1/3-1/9 (201	1/10-1/16 (	1/17-1/23 (	1/24-1/30 (	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
New Hampshire															
Previous Weekly Open	50	60	57	53	47	51	36	31	43	36	29	31	36	32	34
Total Completed/Removed since Previous Reporting Period	12	22	17	24	16	23	13	1	27	18	7	11	13	13	17
Total Added since Previous Reporting Period	22	19	13	18	20	8	8	13	20	11	9	16	9	15	16
Currently Open	60	57	53	47	51	36	31	43	36	29	31	36	32	34	33
FairPoint Active[6]	32	29	30	29	29	17	13	23	19	16	17	25	19	20	20

[1] To calculate this metric we will use the publicly reported Total Access Lines as of the previous quarter.

[2] Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this includes Wholesale and includes customer caused troubles. Repeat Report (Repeater Maintenance) - a check that indicates the TN/Circuit ID being reported by the customer was reported within the previous 30 days.

[3] % Repair Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

[4] % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours divided by Total troubles completed.

[5] PUC Complaints are classified as completed when the complaint has been closed with the PUC

[6] Currently open PUC Complaint count less those that have been sent to the PUC as resolved by FairPoint.

Vermont

Installation Activity-**Installation order count is cumulative for the weekly period. This includes all channels, products and does not include disconnects.**

	11/8-11/14	11/15-11/21 (	11/22-11/28	11/29-12/5	12/6-12/12 (	12/13-12/19 (	12/20-12/26 (:	12/27-1/2 (	1/3-1/9 (2(	1/10-1/16 (	1/17-1/23 (	1/24-1/30 (	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Total Orders Completed	2605	3119	2396	3079	3253	3569	2681	2398	3070	2934	2817	2662	2383	2891	2744
Total Orders Met	2380	2913	2256	2760	2836	3329	2450	2229	2651	2696	2553	2477	2201	2710	2601
% Orders Met	0.9136	0.934	0.9416	0.8964	0.8718	0.9328	0.9138	0.9295	0.8635	0.9189	0.906283	0.930503	0.923626	0.937392	0.947886
Total Not Met Orders	225	206	140	319	417	240	231	169	419	238	264	185	182	181	143
Not Met Orders - Company Reason	187	175	114	213	287	169	177	143	377	178	201	143	138	144	112
Not Met Orders - Customer Reason	38	31	26	106	130	71	54	26	42	60	63	42	44	37	31
% Not Met Orders	0.0864	0.066	0.0584	0.1036	0.1282	0.0672	0.0862	0.0705	0.1365	0.0811	0.093717	0.069497	0.076374	0.062608	0.052114
Total Dispatchable Orders	330	366	232	366	403	393	338	251	309	365	343	329	330	328	342
Total Customer Appointment Orders	56	54	40	57	56	73	45	42	60	49	53	28	57	63	72
Total Customer Appointment Orders Not Met	10	8	4	10	20	13	5	6	17	10	8	2	5	12	7
Customer Appointment Orders Not Met-Customer Reason	4	1	1	4	2	4	1	3	4	1	3	1	1	2	0

Repair Activity-**In the metric trouble reports this represent cumulative count for the weekly metric. This includes all channels and products.**

	11/8-11/14	11/15-11/21 (	11/22-11/28	11/29-12/5	12/6-12/12 (	12/13-12/19 (	12/20-12/26 (:	12/27-1/2 (	1/3-1/9 (2(	1/10-1/16 (	1/17-1/23 (	1/24-1/30 (	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Total Trouble Reports - per 100 lines [1]	0.42	0.37	0.3	0.58	0.36	0.39	0.23	0.28	0.29	0.28	0.28	0.32	0.31	0.35	0.39
Repeat Report Rate[2]	0.07	0.06	0.05	0.07	0.05	0.05	0.04	0.04	0.03	0.04	0.04	0.04	0.03	0.05	0.05
% repair appts met[3]	0.91	0.87	0.9	0.86	0.74	0.83	0.89	0.87	0.88	0.9	0.88	0.868	0.8293	0.7772	0.7864
% Cleared in 24 hours[4]	0.75	0.76	0.73	0.71	0.54	0.69	0.68	0.73	0.75	0.76	0.67	0.7229	0.6611	0.6676	0.693

PUC Complaints[5]	11/8-11/14	11/15-11/21 (	11/22-11/28	11/29-12/5	12/6-12/12 (	12/13-12/19 (	12/20-12/26 (:	12/27-1/2 (	1/3-1/9 (2(	1/10-1/16 (	1/17-1/23 (	1/24-1/30 (	1/31-2/6 (2	2/7-2/13 (2	2/14-2/20 (
Vermont															
Previous Weekly Open	112	109	116	88	94	95	98	107	112	138	133	135	139	115	118
Total Completed/Removed since Previous Reporting Period	15	24	42	15	12	12	6	3	5	29	13	15	41	13	11
Total Added since Previous Reporting Period	12	31	14	21	13	15	15	8	31	24	15	19	17	16	8
Currently Open	109	116	88	94	95	98	107	112	138	133	135	139	115	118	115
FairPoint Active[6]	35	50	52	50	53	53	54	53	65	55	47	50	47	41	35

[1] To calculate this metric we will use the publicly reported Total Access Lines as of the previous quarter.

[2] Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this includes Wholesale and includes customer caused troubles. Repeat Report (Repeater Maintenance) - a check that indicates the TN/Circuit ID being reported by the customer was reported within the previous 30 days.

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