FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer

	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	Goals
% Abandon[1]	2%	2%	0%	1%	0%	0%	1%	1%	0%	3%	5%
Average Speed of Answer in Seconds	22	22	7	15	2	7	17	8	4	36	
Svc Level[2]	81%	83%	92%	83%	99%	90%	84%	88%	97%	72%	75%

BSBC - Small Business

	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	Goals
% Abandon[1]	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	5%
Average Speed of Answer in Seconds	14	15	13	16	9	13	14	18	17	14	
Svc Level[2]	85%	84%	85%	81%	89%	85%	83%	81%	84%	85%	75%

Repair (RRC)

	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	Goals
% Abandon[1]	1%	1%	0%	0%	0%	0%	1%	0%	2%	1%	
Average Speed of Answer in Seconds	10	6	3	6	7	4	15	3	17	7	
Svc Level[2]	92%	94%	98%	96%	95%	97%	92%	99%	88%	92%	80%

Collections

	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	Goals
% Abandon[1]	5%	2%	1%	3%	0%	2%	1%	1%	0%	2%	5%
Average Speed of Answer in Seconds	56	22	12	27	3	17	8	10	7	19	20
Svc Level[2]	61%	80%	90%	76%	99%	86%	92%	89%	91%	77%	80%

Late Order Metrics -This metric is measured on the last day of the weekly period[6,7]	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Retail Total										
Total Late Orders - POTS	489	393	371	474	561	598	401	281	284	291
Orders late >20 Days - POTS	156	157	156	148	156	147	148	137	139	139
% Late Orders - POTS[3]	21%	17%	17%	20%	24%	28%	21%	16%	18%	18%
Total Late Orders - DSL	683	828	831	722	571	553	515	500	547	480
Orders late >20 Days - DSL	221	185	164	184	131	129	131	134	140	104
% Late Orders - DSL[3]	29%	32%	34%	30%	26%	25%	24%	22%	25%	21%
Total Late Orders - Other Retail	204	207	197	250	218	210	188	202	189	199
Orders late >20 Days - Other Retail	79	89	96	97	108	123	113	114	112	118
% Late Orders - Other Retail[3]	37%	34%	35%	40%	36%	33%	27%	27%	27%	29%
Total Late Orders - Total Retail	1,376	1,428	1,399	1,446	1,350	1,361	1,104	983	1,020	970
Orders late >20 Days - Total Retail	456	431	416	429	395	399	392	385	391	361
% Late Orders - Total Retail[3]	26%	26%	27%	26%	26%	27%	23%	21%	23%	21%
LSR										
Total Late Orders -CB- Number Portability		846	729	704	733	582	562	518	509	536
Orders Late >20 Days -CB- Number Portability		542	531	547	536	452	380	374	341	325
% Late Orders -CB- Number Portability[3]		28%	26%	26%	24%	17%	18%	19%	19%	19%
Total Late Orders - JB -Standalone DL only VZ added		20	27	32	19	25	17	25	28	20
Orders Late >20 Days - JB -Standalone DL only VZ added		15	14	15	13	15	13	12	13	14
% Late Orders - JB -Standalone DL only VZ added[3]		2%	3%	3%	2%	2%	1%	2%	2%	2%
Total Late Orders - All Other		577	585	509	470	424	310	344	411	398
Orders Late >20 Days - All Other		316	361	314	316	272	204	188	192	176
% Late Orders - All Other [3]		51%	57%	55%	53%	46%	36%	38%	43%	42%
Total Late Orders		1,443	1,341	1,245	1,222	1,031	889	887	948	954
Total Orders late >20 Days		873	906	876	865	739	597	574	546	515
Total % Late Orders[3]		28%	28%	27%	25%	18%	17%	17%	20%	20%
ASR										
Total Late Orders		288	300	303	333	327	353	363	360	384
Total Orders late >20 Days		197	189	176	183	187	201	209	220	225
Total % Late Orders[3]		30%	32%	31%	32%	32%	33%	33%	32%	36%

Late Disconnects-This metric is measured on the last day of the weekly period[7]	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Retail Total										
Total Late Disconnect Orders - POTS	133	84	89	72	92	53	98	53	54	48
Orders late >20 Days - POTS	62	39	40	35	37	31	34	33	36	34
% Late Disconnect Orders - POTS[3]	29%	18%	22%	17%	30%	19%	30%	19%	18%	24%
Total Late Disconnect Orders - DSL	914	436	603	587	510	296	305	200	235	275
Orders late >20 Days - DSL	390	114	102	109	112	99	97	95	96	91
% Late Disconnect Orders - DSL[3]	82%	63%	72%	68%	70%	60%	60%	49%	46%	65%
Total Late Disconnect Orders - Other Retail	229	225	216	229	243	230	239	234	222	229
Orders late >20 Days - Other Retail	155	152	152	152	161	158	163	171	180	175
% Late Disconnect Orders - Other Retail[3]	68%	66%	69%	71%	75%	72%	64%	68%	60%	48%
Total Late Disconnect Orders - Total Retail	1,276	745	908	888	845	579	642	487	511	552
Orders late >20 Days - Total Retail	607	305	294	296	310	288	294	299	312	300
% Late Disconnect Orders - Total Retail[3]	67%	50%	58%	55%	62%	53%	53%	47%	43%	50%
LSR										
Total Late Disconnect Orders -CB- Number Portability		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
% Late Disconnect Orders -CB- Number Portability[3]		0%	0%	0%	0%	0%	0%	0%	0%	0%
Total Late Disconnect Orders - JB -Standalone DL only VZ added		26	26	29	21	20	19	25	31	21
Orders Late >20 Days - JB -Standalone DL only VZ added		26	26	25	18	18	19	19	19	20
% Late Disconnect Orders - JB -Standalone DL only VZ added[3]		4%	4%	5%	4%	4%	3%	5%	5%	5%
Total Late Disconnect Orders - All Other		121	146	104	107	90	99	84	113	77
Orders Late >20 Days - All Other		54	54	51	52	56	52	39	38	32
% Late Disconnect Orders - All Other [3]		40%	46%	48%	38%	46%	37%	35%	52%	31%
Total Late Disconnect Orders		147	172	133	128	110	118	109	144	98
Total Orders late >20 Days		80	80	76	70	74	71	58	57	52
Total Late % Disconnect Orders[3]		15%	18%	16%	15%	16%	13%	15%	18%	15%
ASR										
Total Late Disconnect Orders		170	175	181	176	173	200	211	217	204
Total Orders late >20 Days		112	111	112	111	111	112	117	119	126
Total Late % Disconnect Orders[3]		29%	32%	37%	37%	30%	30%	35%	35%	37%

Billing	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
% Bills known to be in Error (excluding format errors)	1.80%	1.80%	1.70%	1.60%	1.60%	1.80%	1.90%	1.90%	1.90%	3.60%
					Oct-09					Nov-09
Adjustments percentage[4]					2.28%					2.93%
% of bills adjusted[5]					1.61%					4.05%

[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 Beginning of Week	New FT Orders Received[1]	New FT Orders Received Due in Week[2]	Total Completed[3]	100% FT Completed[4]	Total FT Pending End of Week[5]	% Flow Through
Retail (POTS, DSL, Dir Listing)							
11/02/2009 - 11/08/2009	2,154	9,924	7,912	9,975	8,392	2,103	84.13%
11/09/2009 - 11/15/2009	2,103	7,743	5,896	7,792	6,396	2,054	82.08%
11/16/2009 - 11/22/2009	2,054	8,080	6,185	8,229	6,562	1,905	79.74%
11/23/2009 - 11/29/2009	1,905	6,263	4,792	6,316	5,182	1,852	82.05%
11/30/2009 - 12/06/2009	1,852	8,620	6,698	8,569	6,998	1,903	81.67%
LSR - JB							
11/02/2009 - 11/08/2009	1,328	3,759	2,174	3,553	3,490	1,534	98.23%
11/09/2009 - 11/15/2009	1,534	3,580	1,974	3,552	3,520	1,562	99.10%
11/16/2009 - 11/22/2009	1,562	3,889	2,109	3,735	3,706	1,716	99.22%
11/23/2009 - 11/29/2009	1,716	2,162	862	2,447	2,399	1,431	98.04%
11/30/2009 - 12/06/2009	1,431	3,161	1,937	3,407	3,363	1,185	98.71%
LSR - CB							
11/02/2009 - 11/08/2009	1,837	2,119	149	1,988	1,463	1,968	73.59%
11/09/2009 - 11/15/2009	1,968	1,733	146	1,830	1,301	1,871	71.09%
11/16/2009 - 11/22/2009	1,871	1,638	151	2,048	1,453	1,461	70.95%
11/23/2009 - 11/29/2009	1,461	1,192	42	1,072	714	1,581	66.60%
11/30/2009 - 12/06/2009	1,581	1,856	199	1,806	1,268	1,631	70.21%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
11/02/2009 - 11/08/2009	373	707	291	767	583	313	76.01%
11/09/2009 - 11/15/2009	313	737	311	634	400	416	63.09%
11/16/2009 - 11/22/2009	416	677	293	790	545	303	68.99%
11/23/2009 - 11/29/2009	303	435	138	462	299	276	64.72%
11/30/2009 - 12/06/2009	276	841	358	730	526	387	72.05%

	Week Ending 10/25/2009	Week Ending 11/01/2009	Week Ending 11/08/2009	Week Ending 11/15/2009	Week Ending 11/22/2009	Week Ending 11/29/2009	Week Ending 12/06/2009
% Retail Total Orders Designed as Flow Through	57.00%	69.59%	69.53%	70.80%	69.50%	77.28%	73.22%
% LSR Total Orders Designed as Flow Through	95.16%	96.65%	96.06%	95.04%	94.44%	94.89%	94.76%

[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.

	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Total Orders Completed										7,699	8,302	6,318	6,623	5,177	6,167
Total Orders Met										5,957	5,951	4,773	5,825	4,692	5,400
% Orders Met										77.37%	71.68%	75.55%	87.95%	90.63%	87.56%
Total Not Met Orders										1,742	2,351	1,545	798	485	767
Not Met Orders - Company Reason										1,719	2,321	1,510	760	463	735
Not Met Orders - Customer Reason										23	30	35	38	22	32
% Not Met Orders										22.63%	28.32%	24.45%	12.05%	9.37%	12.44%
Total Dispatchable Orders										726	706	509	543	323	596
Total Customer Appointment Orders										172	198	105	111	60	125
Total Customer Appointment Orders Not Met										44	40	14	18	15	22
Customer Appointment Orders Not Met-Customer Reason										3	4	1	5	1	1

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

	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Total Trouble Reports - per 100 lines [1]	0.50	0.40	0.31	0.35	0.29	0.41	0.42	0.33	0.36	0.34	0.32	0.30	0.33	0.30	0.36
Repeat Report Rate [2]	0.08	0.06	0.05	0.06	0.04	0.06	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.05
% repair Commitments met [3]	89%	89%	87%	89%	87%	83%	73%	78%	77%	79%	73%	76%	73%	72%	72%
% Cleared in 24 hours [4]	38%	42%	51%	50%	50%	50%	49%	50%	58%	56%	54%	59%	57%	47%	51%

PUC Complaints [5]	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Maine															
Previous Weekly Open							84	93	91	83	104	105	80	68	77
Total Completed/Removed since Previous Reporting Period							11	14	15	3	26	40	22	5	32
Total Added since Previous Reporting Period							20	12	7	24	27	15	10	14	20
Currently Open							93	91	83	104	105	80	68	77	65

[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

New Hampshire

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

	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Total Orders Completed										6,325	5,778	4,906	5,495	3,177	5,138
Total Orders Met										4,743	4,170	3,543	4,720	2,706	4,431
% Orders Met										74.99%	72.17%	72.22%	85.90%	85.17%	86.24%
Total Not Met Orders										1,582	1,608	1,363	775	471	707
Not Met Orders - Company Reason										1,532	1,565	1,320	742	439	675
Not Met Orders - Customer Reason										50	43	43	33	32	32
% Not Met Orders										25.01%	27.83%	27.78%	14.10%	14.83%	13.76%
Total Dispatchable Orders										559	519	340	468	278	453
Total Customer Appointment Orders										106	133	70	93	50	77
Total Customer Appointment Orders Not Met										26	34	16	13	2	9
Customer Appointment Orders Not Met-Customer Reason										2	2	0	0	0	0

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

	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Total Trouble Reports - per 100 lines[1]	0.53	0.41	0.35	0.32	0.31	0.39	0.42	0.33	0.31	0.33	0.31	0.29	0.33	0.34	0.40
Repeat Report Rate[2]	0.08	0.06	0.07	0.05	0.05	0.06	0.05	0.05	0.03	0.04	0.04	0.03	0.03	0.03	0.05
% repair appts met[3]	84%	86%	86%	86%	87%	87%	71%	79%	73%	71%	74%	72%	67%	74%	71%
% Cleared in 24 hours[4]	45%	58%	57%	53%	65%	57%	54%	60%	68%	62%	63%	64%	58%	56%	58%

PUC Complaints[5]	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
New Hampshire															
Previous Weekly Open							189	225	206	188	167	130	127	141	126
Total Completed/Removed since Previous Reporting Period							25	48	56	93	65	26	38	24	63
Total Added since Previous Reporting Period							61	29	38	72	28	23	52	9	36
Currently Open							225	206	188	167	130	127	141	126	99

[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

Vermont

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

	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Total Orders Completed										5,065	4,337	3,343	3,226	2,458	3,154
Total Orders Met										3,107	2,808	2,589	2,668	1,915	2,611
% Orders Met										61.34%	64.75%	77.45%	82.70%	77.91%	82.78%
Total Not Met Orders										1,958	1,529	754	558	543	543
Not Met Orders - Company Reason										1,937	1,501	732	538	521	520
Not Met Orders - Customer Reason										21	28	22	20	22	23
% Not Met Orders										38.66%	35.25%	22.55%	17.30%	22.09%	17.22%
Total Dispatchable Orders										493	438	350	421	273	468
Total Customer Appointment Orders										59	65	49	53	27	44
Total Customer Appointment Orders Not Met										18	22	14	12	4	10
Customer Appointment Orders Not Met-Customer Reason										0	2	2	0	0	0

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

	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Total Trouble Reports - per 100 lines [1]	0.56	0.46	0.46	0.39	0.40	0.50	0.49	0.40	0.43	0.44	0.35	0.33	0.38	0.40	0.50
Repeat Report Rate [2]	0.11	0.12	0.08	0.07	0.07	0.08	0.06	0.06	0.05	0.06	0.05	0.04	0.06	0.05	0.07
% repair appts met [3]	65%	73%	82%	80%	83%	75%	61%	71%	68%	62%	62%	69%	65%	65%	57%
% Cleared in 24 hours [4]	23%	29%	53%	41%	43%	37%	30%	40%	50%	36%	41%	56%	46%	45%	36%

PUC Complaints [5]	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	10/12-10/18 (2009)	10/19-10/25 (2009)	10/26-11/1 (2009)	11/2-11/8 (2009)	11/9-11/15 (2009)	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)
Vermont															
Previous Weekly Open							159	194	204	220	225	219	215	215	215
Total Completed/Removed since Previous Reporting Period							15	28	20	42	40	22	27	13	25
Total Added since Previous Reporting Period							50	38	36	47	34	18	27	13	28
Currently Open							194	204	220	225	219	215	215	215	218

[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