

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

| FairPoint NNE<br>Monthly Service Quality Report |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|---|---|---------------------|-----------|-----|-----|-----|--------|--------|--------|--------|--------|--------|-----|-----|-----|----------|
|   |   |                     | Objective | Jan | Feb | Mar | Apr    | May    | June   | July   | Aug    | Sept   | Oct | Nov | Dec | YTD Cum. |
| Installation of Service                         |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 1   | Percent Installation orders appointed w/in 3 days | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 93.60    |
|   |   | 2008                | 90%       |     |     |     | 91.56  | 89.12  | 92.33  | 96.16  | 96.01  | 95.52  |     |     |     | 93.45    |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 2   | Percent Meet Installation Appointments            | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 97.40    |
|   | Company Reasons                                   | 2008                | 90%       |     |     |     | 98.71  | 99.12  | 98.51  | 97.9   | 96.92  | 98.25  |     |     |     | 98.24    |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 3   | Total Held Orders on Hand - Month end             | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 27       |
|   |   | 2008                | track     |     |     |     | 14     | 11     | 14     | 14     | 13     | 25     |     |     |     | 15       |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 4   | Held Orders over 30 days                          | 2007                | 6/mo.     |     |     |     |        |        |        |        |        |        |     |     |     | 2        |
|   |   | 2008                | *30/25/20 |     |     |     | 1      | 2      | 0      | 2      | 2      | 3      |     |     |     | 2        |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 4a  | Average Delay Days                                | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 12.13    |
|   |   | 2008                |           |     |     |     | 6.54   | 11.78  | 10.38  | 6.28   | 10.84  | 12.549 |     |     |     | 9.73     |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 5   | Number of installation orders                     | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 16,432   |
|   |   | 2008                |           |     |     |     | 12,868 | 16,676 | 13,722 | 11,628 | 10,561 | 12,549 |     |     |     | 13,001   |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 5a  | Access Line Inward Movement                       | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 64,785   |
|   | per ALIS - located                                | 2008                |           |     |     |     | 3,967  | 3882   | 4370   | 4287   | 4344   | 4,691  |     |     |     | 25,541   |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| Company Accessibility                           |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 6   | % Toll & Assist answer time within 10 seconds     | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 3.0      |
|   | average speed of answer (seconds)                 | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 94.8     |
|   | % Toll & Assist answer time within 10 seconds     | 2008                |           |     |     |     | 1.2    | 1.4    | 1.5    | 5.4    | 1.5    | 1.2    |     |     |     | 2.0      |
|   | average speed of answer (seconds)                 | 2008                |           |     |     |     | 98     | 97.5   | 97.2   | 95.7   | 97.3   | 97.7   |     |     |     | 97.2     |
|   | % Toll & Assist answer time within 10 seconds     |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 7   | % Directory Assistance answer within 10 sec.      | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 3.7      |
|   | average speed of answer (seconds)                 | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 92.6     |
|   | % Directory Assistance answer within 10 sec.      | 2008                |           |     |     |     | 2.7    | 2.1    | 2.1    | 2.2    | 1.2    | 1.1    |     |     |     | 1.9      |
|   | average speed of answer (seconds)                 | 2008                |           |     |     |     | 95.6   | 97.7   | 97.9   | 96.5   | 99.7   | 99.7   |     |     |     | 97.9     |
|   | % Directory Assistance answer within 10 sec.      |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 8   | % Repair Service answer within 20 sec.            | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 5.0      |
|   | average speed of answer                           | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 86.9     |
|   | % Repair Service answer within 20 sec.            | 2008                |           |     |     |     | 7.0    | 5      | 6.2    | 7.1    | 6.4    | 5.8    |     |     |     | 6.3      |
|   | average speed of answer                           | 2008                |           |     |     |     | 93.00  | 92.3   | 85     | 80.3   | 84.5   | 93.8   |     |     |     | 88.2     |
|   | % Repair Service answer within 20 sec.            |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 8a  | % of calls to a repair number that are abandoned  | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 1.4%     |
|   |   | 2008                |           |     |     |     | 1.4%   | 1.3%   | 1.6%   | 1.4%   | 1.5%   | 1.6%   |     |     |     | 1.5%     |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| Network Call Completion                         |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| 11  | Peak Period Central Office Performance            | see separate report |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
| Customer Trouble Reports                        |   |                     |           |     |     |     |        |        |        |        |        |        |     |     |     |          |
|   |   |                     | Objective | Jan | Feb | Mar | Apr    | May    | June   | July   | Aug    | Sept   | Oct | Nov | Dec | YTD Cum. |
| 12  | Total Report Rate including subsequents           | 2007                |           |     |     |     |        |        |        |        |        |        |     |     |     | 1.85     |
|   |   | 2008                | 2         |     |     |     | 1.25   | 1.17   | 1.97   | 2.51   | 2.37   | 1.64   |     |     |     | 1.82     |

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| Jan<br>2008 | Feb<br>2008 | Mar<br>2008 | April<br>2008 | May<br>2008 | June<br>2008    | July<br>2008   | Aug<br>2008     | Sept<br>2008  | Oct<br>2008 | Nov<br>2008 | Dec<br>2008 |
|-------------|-------------|-------------|---------------|-------------|-----------------|----------------|-----------------|---------------|-------------|-------------|-------------|
|             |             |             | Hampstead     | Pelham      | Deerfield       | Deerfield      | Deerfield       | Deerfield     |             |             |             |
|             |             |             | Pelham        | Rye Beach   | New Boston      | Bedford        | Candia          | New Boston    |             |             |             |
|             |             |             | Sunapee       | Glendale    | Milford         | Candia         | New Boston      | Hampstead     |             |             |             |
|             |             |             | Belmont       | Errol       | Barrington      | New Boston     | Goffstown       | Pelham        |             |             |             |
|             |             |             | Rumney        | Franconia   | Milton Mills    | Goffstown      | Raymond         | Epping        |             |             |             |
|             |             |             |               |             | New Market      | Raymond        | Atkinson        | Kingston      |             |             |             |
|             |             |             |               |             | Rye Beach       | Atkinson       | Hampstead       | Westmoreland  |             |             |             |
|             |             |             |               |             | Seabrook        | Hampstead      | Pelham          | Harrisville   |             |             |             |
|             |             |             |               |             | Westmoreland    | Pelham         | Milford         | Pittsfield    |             |             |             |
|             |             |             |               |             | Cannan          | Salem          | Barrington      | Suncook       |             |             |             |
|             |             |             |               |             | Enfield         | Milford        | Kingston        | Epsom         |             |             |             |
|             |             |             |               |             | Hanover         | Barrington     | Milton          | Franklin      |             |             |             |
|             |             |             |               |             | Sunapee         | Epping         | Milton Mills    | Center Harbor |             |             |             |
|             |             |             |               |             | Lyme            | Kingston       | Newmarket       | Rumney        |             |             |             |
|             |             |             |               |             | Greenville      | Milton         | Sanbornville    | Tamworth      |             |             |             |
|             |             |             |               |             | Suncook         | Milton Mills   | Seabrook        | Colebrook     |             |             |             |
|             |             |             |               |             | Danbury         | Newmarket      | Durham          | Errol         |             |             |             |
|             |             |             |               |             | Ashland         | Rye Beach      | Portsmouth      | Pittsburg     |             |             |             |
|             |             |             |               |             | Belmont         | Seabrook       | Wolfeboro       |               |             |             |             |
|             |             |             |               |             | Center Harbor   | Durham         | Marlow          |               |             |             |             |
|             |             |             |               |             | Center Ossipee  | Portsmouth     | Canaan          |               |             |             |             |
|             |             |             |               |             | Center Sandwich | Wolfeboro      | Enfield         |               |             |             |             |
|             |             |             |               |             | Merideth        | Westmoreland   | Hanover         |               |             |             |             |
|             |             |             |               |             | Rumney          | Marlow         | Walpole         |               |             |             |             |
|             |             |             |               |             | Tamworth        | Lebanon        | Sunapee         |               |             |             |             |
|             |             |             |               |             | Warren          | Cannan         | Lyme            |               |             |             |             |
|             |             |             |               |             | Bethlehem       | Fitzwilliam    | Alstead         |               |             |             |             |
|             |             |             |               |             | Colebrooke      | Hanover        | Newport         |               |             |             |             |
|             |             |             |               |             | Errol           | Walpole        | Pittsfield      |               |             |             |             |
|             |             |             |               |             | Franconia       | Sunapee        | Epsom           |               |             |             |             |
|             |             |             |               |             | Jefferson       | Lyme           | Bristol         |               |             |             |             |
|             |             |             |               |             | Lancaster       | Charlestown    | Penacook        |               |             |             |             |
|             |             |             |               |             | Lisbon          | Harrisville    | Danbury         |               |             |             |             |
|             |             |             |               |             | Milan           | Alstead        | Canterbury      |               |             |             |             |
|             |             |             |               |             | N. Stratford    | Sullivan       | Franklin        |               |             |             |             |
|             |             |             |               |             | Pike            | Newport        | Northwood       |               |             |             |             |
|             |             |             |               |             | Pittsburg       | Greenville     | Ashland         |               |             |             |             |
|             |             |             |               |             | Whitefeild      | Rindge         | Belmont         |               |             |             |             |
|             |             |             |               |             | Littleton       | Tilton         | Center Harbor   |               |             |             |             |
|             |             |             |               |             | Plymouth        | Pittsfield     | Center Ossipee  |               |             |             |             |
|             |             |             |               |             | Groveton        | Bristol        | Center Sandwich |               |             |             |             |
|             |             |             |               |             |                 | Penacook       | Glendale        |               |             |             |             |
|             |             |             |               |             |                 | Danbury        | Meridith        |               |             |             |             |
|             |             |             |               |             |                 | Canterbury     | Rumney          |               |             |             |             |
|             |             |             |               |             |                 | Franklin       | Tamworth        |               |             |             |             |
|             |             |             |               |             |                 | Northwood      | Weirs Beach     |               |             |             |             |
|             |             |             |               |             |                 | Ashland        | Bethlehem       |               |             |             |             |
|             |             |             |               |             |                 | Belmont        | Colebrook       |               |             |             |             |
|             |             |             |               |             |                 | Center Harbor  | Errol           |               |             |             |             |
|             |             |             |               |             |                 | Center Ossipee | Franconia       |               |             |             |             |
|             |             |             |               |             |                 | Glendale       | Jefferson       |               |             |             |             |
|             |             |             |               |             |                 | Meridith       | Lisbon          |               |             |             |             |
|             |             |             |               |             |                 | Rumney         | Milan           |               |             |             |             |
|             |             |             |               |             |                 | Tamworth       | Pike            |               |             |             |             |
|             |             |             |               |             |                 | Weirs Beach    | Pittsborough    |               |             |             |             |
|             |             |             |               |             |                 | Colebrook      | Twin Mountain   |               |             |             |             |
|             |             |             |               |             |                 | Errol          | W. Stewartstown |               |             |             |             |
|             |             |             |               |             |                 | Franconia      | Whitefeild      |               |             |             |             |
|             |             |             |               |             |                 | Lisbon         | Laconia         |               |             |             |             |
|             |             |             |               |             |                 | Milan          | Groveton        |               |             |             |             |
|             |             |             |               |             |                 | Pittsburg      |                 |               |             |             |             |
|             |             |             |               |             |                 | Whitefield     |                 |               |             |             |             |
|             |             |             |               |             |                 | Woodsville     |                 |               |             |             |             |

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