Content April Ap	FairPoint NNE															
Personal Mace Institution Approximation 2009	Monthly Service Quality Report															
Process installation artificing approximate 2007 2008 2008 2009 200			Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
Process installation anders apparented with 3 days	Installation of Contino				+											
Percent Meet Installation Appointments		2007														93.60
Process Meet Institution Appointments	r Fercent installation orders appointed with 3 days						91.56	80 12	92 33	96.16	96.01	95 52				93.4
Company Resources 2008 99/3 99.51 97/9 96.52 96.55 97/9 96.50 96.55 97/9 96.50 96.55 97/9 96.50		2000	9076				31.30	03.12	92.33	30.10	30.01	95.52				33.4
Company Researce 2008 90.74 90.71 90.51 97.9 90.50 90.25																
Company Researce 2008 90.74 90.71 90.51 97.9 90.50 90.25																
Company Resource 2006 90% 96.71 99.12 96.51 97.9 96.52 96.25	2 Percent Meet Installation Appointments	2007														97.40
3 Total Held Orders on Hand-Month end 3007 4 Held Orders over 30 days 2007 Binus 4 Held Orders over 30 days 2007 Binus 5 Held Orders over 30 days 2007 Binus 4 A held Orders over 30 days 2008 5900200 1 1 2 0 0 2 2 3 3 4 Average Delay Days 2009 5900200 1 1 2 0 0 2 2 3 3 4 Average Delay Days 2009 5900200 1 1 2 0 0 2 2 3 3 4 Average Delay Days 2009 5900200 1 1 2 0 0 0 2 2 3 3 4 Average Delay Days 2009 5900200 1 1 2 0 0 0 2 2 3 3 4 Average Delay Days 2009 5900200 1 1 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0							98.71	99.12	98.51	97.9	96.92	98.25				98.24
4 Hald Orders over 30 days																
4 Hald Orders over 30 days																
4 Hald Orders over 30 days	3 Total Held Orders on Hand - Month end	2007														2
Ab Average Delay Days		2008	track				14	11	14	14	13	25				15
Ab Average Delay Days																
All Average Delay Delys	4 Held Orders over 30 days	2007	6/mo.													
2008 6.54 11.76 10.38 6.28 10.84 12.549	·	2008	*30/25/20				1	2	0	2	2	3				
2008 6.54 11.76 10.38 6.28 10.84 12.549																
2008 6.54 11.76 10.38 6.28 10.84 12.549																
S. Number of Installation orders 2007 12,888 16,676 13,722 11,628 10,561 12,549 5a Access Line Inward Movement 2007 3,882 4370 4287 4344 4,691 5a Access Line Inward Movement 2008 3,967 3,882 4370 4287 4344 4,691 5a Access Line Inward Movement 2008 3,967 3,882 4370 4287 4344 4,691 5a Access Line Inward Invariant I	4a Average Delay Days															12.13
2008 12,888 16,676 13,722 11,628 10,561 12,549		2008					6.54	11.78	10.38	6.28	10.84	12.549				9.73
2008 12,888 16,676 13,722 11,628 10,561 12,549																
2008 12,888 16,676 13,722 11,628 10,561 12,549																
Sa Access Line Inward Movement 2007	5 Number of installation orders															16,43
Per ALIS - Incasted 2008 3,967 3882 4370 4287 4344 4,691 3 3 3 3 3 3 3 3 3		2008					12,868	16,676	13,722	11,628	10,561	12,549				13,00
Per ALIS - Incasted 2008 3,967 3882 4370 4287 4344 4,691 3 3 3 3 3 3 3 3 3																
Per ALIS - Incasted 2008 3,967 3882 4370 4287 4344 4,691 3 3 3 3 3 3 3 3 3																
Company Accessibility																64,78
6 % Toll & Assist answer time within 10 seconds 2007	per ALIS - located	2008					3,967	3882	4370	4287	4344	4,691				25,54
6 % Toll & Assist answer time within 10 seconds 2007																
6 % Toll & Assist answer time within 10 seconds 2007																
average speed of answer (seconds) 2007 1.2																
Work Assist answer time within 10 seconds 2008 1.2 1.4 1.5 5.4 1.5 1.2																3.0
average speed of answer within 10 sec. 2007																94.8
% Toll & Assist answer time within 10 sec. 2007																2.0
7 % Directory Assistance answer within 10 sec. 2007 average speed of answer (seconds) 2007 % Directory Assistance answer within 10 sec. 2008 2.7 2.1 2.1 2.2 1.2 1.1 average speed of answer (seconds) 2008 95.6 97.7 97.9 96.5 99.7 99.7 % Directory Assistance answer within 10 sec. 2008 2.7 2.1 2.1 2.2 1.2 1.1 B % Repair Service answer within 10 sec. 2007 average speed of answer 2007 % Repair Service answer within 20 sec. 2007 % Repair Service answer within 20 sec. 2008 7.0 5 6.2 7.1 6.4 5.8 average speed of answer 2008 93.00 92.3 85 80.3 84.5 93.8 % Repair Service answer within 20 sec. 2008 93.00 92.3 85 80.3 84.5 93.8 Nepair Service answer within 20 sec. 2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% Network Call Completion 2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% Network Call Completion 2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% Network Call Completion 2008 2008 2008 2008 2008 2008 2008 200		2008			-	-	98	97.5	97.2	95.7	97.3	97.7				97.2
average speed of answer (seconds) 2007	% Toll & Assist answer time within To seconds															
average speed of answer (seconds) 2007																
average speed of answer (seconds) 2007	7 % Directory Assistance answer within 10 sec	2007														3.
Solirectory Assistance answer within 10 sec. 2008 2.7 2.1 2.2 1.2 1.1																92.0
average speed of answer (seconds) 2008 95.6 97.7 97.9 96.5 99.7 99.7 99							2.7	2.1	2.1	2.2	12	1 1				1.9
% Directory Assistance answer within 10 sec.																97.9
8 % Repair Service answer within 20 sec. 2007 2007 2008 7.0 5 6.2 7.1 6.4 5.8 2008 93.00 92.3 85 80.3 84.5 93.8 % Repair Service answer within 20 sec. 2008 93.00 92.3 85 80.3 84.5 93.8 % Repair Service answer within 20 sec. 10 8a % of calls to a repair number that are abandoned 2007 11 Peak Period Central Office Performance 2008 See separate report Objective Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec YTD	% Directory Assistance answer within 10 sec	2000					55.5	01.11	07.0	00.0	00.7	00.7				07
average speed of answer 2007	76 Billiotterly 7 toolstands another trialing 10 cool															
average speed of answer 2007					1											
average speed of answer 2007	8 % Repair Service answer within 20 sec.	2007			1										1	5.0
% Repair Service answer within 20 sec. 2008 7.0 5 6.2 7.1 6.4 5.8																86.9
average speed of answer 2008 93.00 92.3 85 80.3 84.5 93.8							7.0	5	6.2	7.1	6.4	5.8				6.3
8a % of calls to a repair number that are abandoned 2007 2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% 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	average speed of answer	2008					93.00	92.3	85	80.3	84.5	93.8				88.2
8a % of calls to a repair number that are abandoned 2007 2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% 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																
2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.4% 1.5% 1.6% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.6% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.4% 1.4% 1.4% 1.4% 1.4																
2008 1.4% 1.3% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.6% 1.6% 1.4% 1.5% 1.4% 1.5% 1.6% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.6% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.4% 1.5% 1.4% 1.4% 1.5% 1.4% 1.4% 1.4% 1.4% 1.4% 1.4% 1.4% 1.4																
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	8a % of calls to a repair number that are abandoned				1											1.49
11 Peak Period Central Office Performance see separate report See separate report Sustainer Trouble Reports Objective Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec YTD		2008			1		1.4%	1.3%	1.6%	1.4%	1.5%	1.6%				1.5%
11 Peak Period Central Office Performance see separate report See separate report Sustainer Trouble Reports Objective Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec YTD																
11 Peak Period Central Office Performance see separate report See separate report Sustainer Trouble Reports Objective Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec YTD					1									1		
Customer Trouble Reports Objective Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec YTD	Network Call Completion				1											
Customer Trouble Reports Objective Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec YTD	112 12 12 12 12 12 12				1											
	11 Peak Period Central Office Performance	see separa	te report		+											
					1	1								1		
	O of the Total Branch		Object	1.								0	6 ·		_	VTD
12 Total Report Rate including subsequents 2007	Customer Trouble Reports		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
12 Total Keport Kate Including subsequents 2007	40 Tatal Barrari Bata in Late	20			+											
2008 2 1.25 1.17 1.97 2.51 2.37 1.64	12 Total Report Rate including subsequents				+	+								1	+	1.8

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

		1												1
12a	See Attachment 1 for list of exchanges >2.5													
124	occ Attachment 1 for list of exchanges >2.5													
13	Percent Out of Service Cleared within 24 hours													
	(Sundays excluded)	2007												68.86
	North	2008				85.07	85.16	69.26	60.40	55.17	74.52			71.60
	South	2008				86.53	85.17	88.80	71.04	74.18	80.08			80.97
	Ttoal	2008				85.75	85.17	76.76	64.92	62.05	77.02			75.28
14	# of Out of Service Cleared within 24 hours													
		2007												4,751
	North District	2008				1,808	1,727	2,829	2,815	2,656	2,020			2,309
	South District	2008				1,613	1,375	2,314	2,565	2,130	1,780			1,963
	Total	2008	track			3421	3102	5143	5380	4786	3,800			4,272
				<u> </u>										
15a	Average Completion Time for Repairs (hours)	2007	track											24.58
		2008	*27/25			16.23	17.04	20.25	24.02	25.71	21.63			20.81
15b	Estimated Average Complition Time for Repair (hours)	2007												21.30
	(Sundays excluded)	2008				14.02	14.97	16.88	20.80	22.65	17.70			17.84
16	Percent met repair appointments	2007												79.71
	North	2008				87.80	88.43	83.77	82.46	78.45	84.71			84.27
	South	2008	90%			89.41	87.76	89.47	82.12	81.53	85.15			85.91
	total	2008	* 78/80			88.61	88.10	86.62	82.30	79.99	84.93			85.09
	ALIS	2,007				470.000	101050	450.040	150 001	440 705	400.005			517,135
		2,008				470,222	464,350	456,916	450,231	443,725	438,005			453,908
-														
-	*** FairDaint access to this information has been consequed as	d		- 41-1-1-6	tion			:						
-	*** - FairPoint access to this information has been removed and	d we are w	orking to regain access t	o this informa	tion. Updates	will be made w	men access	is restored.						
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Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	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			+
			rtuinicy	Trancona	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			
					Suncock	Milton Mills	Seabrook	Colebrook			
					Danbury	Newmarket	Durham	Errol			
	1				Ashland	Rye Beach	Portsmouth	Pittsburg		ļ	
					Belmont	Seabrook	Wolfeboro				
					Center Harbor	Durham	Marlow				
<u> </u>				<u> </u>	Center Ossipee	Portsmouth	Canaan				
					Center Sandwich	Wolfeboro	Enfiled				
					Merideth	Westmoreland	Hanover				
					Rumney	Marlow	Walpole				
					Tamworth	Lebanon	Sunapee				
					Warren	Cannan	Lyme				+
							•				
					Bethlehem	Fitzwilliam	Alstead				
					Colebrooke	Hanover	Newport				
					Errol	Walpole	Pittsfield				1
											+
					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				+
					0.070.0	Penacook	Glendale				1
	+		+			Danbury'	Meredith			-	+
	+					Canterbury	Rumney				+
	+				+	Franklin	Tamworth			 	+
	+		+			Northwood	Weirs Beach			 	+
	+		+							+	+
	+		-			Ashland Belmont	Bethlehem			+	+
	1						Colebrook				+
	+				-	Center Harbor	Errol			 	+
	1	1				Center Ossipee	Franconia			1	+
	+	1				Glendale	Jefferson			1	+
						Meredith	Lisbon				+
	1					Rumney	Milan				4
						Tamworth	Pike				
	1					Weirs Beach	Pittsburgh			ļ	1
						Colebrook	Twin Mountain				
						Errol	W. Stewartstown				
						Franconia	Whitefeild				
						Lisbom	Laconia				
						Milan	Groveton				
						Pittsburg					
		İ				Whitefield				1	1
					1	Woodsville	†			†	+

Held Orders > 30 days										Attachment 2	
										Item 4	
Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008
			Candia	Candia	Somersworth	Madison	Tamworth	Madison			
				Concord	Fitzwilliwms	Raymond	Madison	Meredith			
					Raymond			Tamworth			
					Nashua						