



FairPoint Communications NNE BiWeekly Dashboard Cover Letter (10/11/10)

For the week ending 10/11 we had 71 pending late orders greater than 20 days. Of those orders 28 of them were held for "facility or equipment" reasons plus 6 that were subsequently canceled, complete or held for customer reasons as of the Friday "daily analysis". The remaining records are being addressed in the daily review procedure that triages the fallout and works the orders through the systems.

The week ending 10/10 both Maine and New Hampshire had installation order commitment service levels of 94%. Vermont experienced a 90% service level.

Service levels for Repair Commitments are in the mid 80% range. We continue to experience higher trouble report rates as a result of the inclement weather and high winds.

You may note a decline in the trended Percentage of Retail Orders designed as Flow Through that is reported with the Flow Through metrics. This decline is the result of the increased order counts related to Seasonal Suspend and Broadband which in both situations have some manual activity required. With this increase of orders (denominator) that are not mechanized, the result is a lower percentage for Retail Flow Through. We have been focused on this required manual intervention and are managing the queues appropriately to avoid missed commitments.

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