

FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer															Goals
	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	
% Abandon ¹	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	13	11	7	9	8	10	10	14	10	10	13	11	16	8	
Svc Level ²	81%	86%	91%	89%	90%	84%	86%	81%	88%	89%	85%	85%	84%	89%	75%

BSBC - Small Business															Goals
	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	
% Abandon ¹	3%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	5%
Average Speed of Answer in Seconds	31	10	9	13	11	11	14	17	16	15	7	12	15	13	
Svc Level ²	72%	89%	91%	87%	88%	88%	87%	83%	83%	84%	90%	86%	83%	86%	75%

Repair (RRC)															Goals
	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	
% Abandon ¹	2%	1%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	2%	
Average Speed of Answer in Seconds	17	5	11	5	3	5	6	7	6	8	2	4	8	16	
Svc Level ²	81%	93%	87%	94%	98%	97%	95%	93%	94%	94%	99%	97%	91%	89%	80%

Collections															Goals
	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	
% Abandon ¹	2%	2%	1%	2%	3%	3%	2%	1%	1%	1%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	25	14	12	17	23	20	23	8	7	13	12	6	6	10	20
Svc Level ²	79%	84%	88%	83%	77%	81%	72%	90%	93%	83%	88%	93%	94%	86%	80%

Late Order Metrics - This metric is measured on the last day of the weekly period ^{6,7}														
	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Retail Total														
Total Late Orders - POTS	141	94	113	135	105	91	87	94	101	91	97	84	114	106
Orders late >20 Days - POTS	4	3	12	5	4	3	3	6	3	5	8	5	5	4
% Late Orders - POTS ⁵	9%	6%	8%	9%	8%	6%	6%	6%	7%	6%	6%	4%	6%	5%
DSL														
Total Late Orders - DSL	319	329	337	401	280	255	222	247	265	216	157	158	202	178
Orders late >20 Days - DSL	15	13	12	19	26	19	22	21	17	18	17	16	13	6
% Late Orders - DSL ³	14%	15%	14%	16%	12%	11%	11%	11%	13%	10%	8%	7%	9%	7%
Other Retail														
Total Late Orders - Other Retail	108	69	46	53	45	44	36	45	46	41	57	42	52	47
Orders late >20 Days - Other Retail	6	15	6	4	5	7	7	6	10	5	7	4	5	9
% Late Orders - Other Retail ³	27%	22%	15%	18%	15%	14%	11%	11%	16%	13%	19%	15%	18%	16%
Total Retail														
Total Late Orders - Total Retail	568	492	496	589	430	390	345	386	412	348	311	284	368	331
Orders late >20 Days - Total Retail	25	31	30	28	35	29	32	33	30	28	32	25	23	19
% Late Orders - Total Retail ³	13%	12%	12%	14%	11%	10%	9%	9%	11%	8%	8%	6%	8%	6%
LSR														
Total Late Orders -CB- Number Portability	84	59	178	88	70	60	51	60	92	80	75	91	104	106
Orders Late >20 Days -CB- Number Portability	13	9	12	6	11	16	23	14	11	9	10	9	6	7
% Late Orders -CB- Number Portability ³	5%	4%	12%	6%	5%	4%	4%	4%	6%	5%	5%	6%	7%	7%
JB - Standalone DL only VZ added														
Total Late Orders - JB - Standalone DL only VZ added	141	7	20	18	6	10	31	14	14	15	18	14	19	8
Orders Late >20 Days - JB - Standalone DL only VZ added	9	1	0	0	0	0	4	2	4	0	2	3	3	0
% Late Orders - JB - Standalone DL only VZ added ²	18%	1%	3%	3%	1%	2%	6%	3%	2%	2%	2%	2%	2%	1%
All Other														
Total Late Orders - All Other	89	102	64	73	47	74	74	71	75	91	104	78	93	89
Orders Late >20 Days - All Other	3	3	3	1	1	1	5	4	10	7	3	6	9	7
% Late Orders - All Other ³	21%	26%	20%	21%	13%	19%	18%	18%	18%	19%	25%	19%	21%	20%
Summary														
Total Late Orders	314	168	262	179	123	144	156	145	181	186	197	183	216	203
Total Orders late >20 Days	25	13	15	7	12	17	32	20	25	16	15	18	18	14
Total % Late Orders ³	11%	7%	11%	8%	6%	6%	7%	6%	7%	7%	7%	7%	8%	7%

ASR														
	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Late Orders	129	152	140	84	80	78	65	85	89	87	77	67	74	66
Total Orders late >20 Days	22	27	42	21	25	33	30	31	29	35	34	33	30	30
Total % Late Orders ³	14%	18%	19%	18%	18%	16%	14%	19%	20%	21%	18%	17%	19%	16%

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)							
09/06/2010 - 09/12/2010	1,571	10,227	8,056	10,197	7,753	1,601	76.03%
09/13/2010 - 09/19/2010	1,601	10,015	7,886	10,164	7,924	1,452	77.96%
09/20/2010 - 09/26/2010	1,452	10,205	7,885	9,962	8,018	1,695	80.49%
09/27/2010 - 10/03/2010	1,695	9,800	7,533	10,002	8,025	1,493	80.23%
10/04/2010 - 10/10/2010	1,493	8,135	5,749	7,943	6,223	1,685	78.35%
LSR - JB							
09/06/2010 - 09/12/2010	1,649	2,896	1,223	3,118	3,040	1,427	97.50%
09/13/2010 - 09/19/2010	1,427	3,101	1,844	3,590	3,459	938	96.35%
09/20/2010 - 09/26/2010	938	3,495	1,933	3,239	3,168	1,194	97.81%
09/27/2010 - 10/03/2010	1,194	3,898	1,947	3,490	3,428	1,602	98.22%
10/04/2010 - 10/10/2010	1,602	3,298	1,742	3,635	3,542	1,265	97.44%
LSR - CB							
09/06/2010 - 09/12/2010	2,262	1,059	61	892	562	2,429	63.00%
09/13/2010 - 09/19/2010	2,429	1,145	98	1,098	690	2,476	62.84%
09/20/2010 - 09/26/2010	2,476	1,168	112	1,112	707	2,532	63.58%
09/27/2010 - 10/03/2010	2,532	1,104	103	1,028	671	2,608	65.27%
10/04/2010 - 10/10/2010	2,608	1,163	96	911	625	2,860	68.61%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
09/06/2010 - 09/12/2010	227	606	202	667	529	166	79.31%
09/13/2010 - 09/19/2010	166	837	371	748	590	255	78.88%
09/20/2010 - 09/26/2010	255	624	298	768	615	111	80.08%
09/27/2010 - 10/03/2010	111	748	371	670	546	189	81.49%
10/04/2010 - 10/10/2010	189	658	310	681	565	166	82.97%

	Week Ending 09/12/2010	Week Ending 09/19/2010	Week Ending 09/26/2010	Week Ending 10/03/2010	Week Ending 10/10/2010
% Retail Total Orders Designed as Flow Through	79.08%	75.35%	73.43%	71.43%	61.37%
% LSR Total Orders Designed as Flow Through	96.16%	95.33%	95.95%	96.85%	95.97%

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

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.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Orders Completed	6,099	6,117	6,658	5,714	6,041	5,600	5,365	5,352	5,083	6,498	5,600	5,596	5,385	6,125	5,937	6,298	5,647
Total Orders Met	5,730	5,613	6,238	5,220	5,570	4,910	4,822	4,807	4,680	6,024	5,167	5,043	4,947	5,764	5,581	5,862	5,341
% Orders Met	93.95%	91.76%	93.69%	91.35%	92.20%	87.68%	89.88%	89.82%	92.07%	92.71%	92.27%	90.12%	91.87%	94.11%	94.00%	93.08%	94.58%
Total Not Met Orders	369	504	420	494	471	690	543	545	403	474	433	553	438	361	356	436	306
Not Met Orders - Company Reason	328	452	359	451	408	622	432	455	324	400	360	487	383	296	280	381	252
Not Met Orders - Customer Reason	41	52	61	43	63	68	111	90	79	74	73	66	55	65	76	55	54
% Not Met Orders	6.05%	8.24%	6.31%	8.65%	7.80%	12.32%	10.12%	10.18%	7.93%	7.29%	7.73%	9.88%	8.13%	5.89%	6.00%	6.92%	5.42%
Total Dispatchable Orders	597	633	689	509	612	592	553	597	609	594	595	645	541	695	624	593	629
Total Customer Appointment Orders	132	171	158	127	164	153	142	159	123	150	163	146	103	160	170	152	180
Total Customer Appointment Orders Not Met	17	20	17	15	32	24	30	30	14	18	15	14	13	18	12	19	14
Customer Appointment Orders Not Met-Customer Reason	6	8	3	5	4	6	9	8	6	12	7	5	8	6	5	6	4

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

	7/14-7/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Trouble Reports - per 100 lines¹	0.43	0.50	0.50	0.47	0.54	0.61	0.43	0.48	0.42	0.38	0.39	0.40	0.34	0.36	0.34	0.44	0.38
Repeat Report Rate²	0.06	0.07	0.08	0.06	0.07	0.08	0.07	0.07	0.06	0.05	0.05	0.06	0.05	0.05	0.04	0.06	0.06
% Repair Commitments met³	90%	84%	83%	83%	77%	78%	76%	77%	81%	74%	72%	81%	83%	86%	86%	88%	85%
% Cleared in 24 hours⁴	79%	68%	61%	62%	54%	58%	50%	64%	61%	64%	63%	66%	63%	69%	72%	70%	63%

PUC Complaints⁵	7/14-7/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Maine																	
Previous Weekly Open	32	44	39	34	49	52	46	46	48	47	39	51	39	41	36	44	40
Total Completed/Removed since Previous Reporting Period	7	15	20	3	16	29	16	19	21	22	10	20	10	11	7	10	18
Total Added since Previous Reporting Period	19	10	15	18	19	23	16	21	20	14	22	8	12	6	15	6	10
Currently Open	44	39	34	49	52	46	46	48	47	39	51	39	41	36	44	40	32
FairPoint Active⁶	20	19	12	23	26	23	15	20	26	20	28	20	27	14	20	18	14

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.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Orders Completed	5,516	5,573	6,874	5,398	5,322	5,667	6,470	5,222	5,770	6,938	5,721	5,180	4,683	5,421	5,337	5,340	5,082
Total Orders Met	5,171	5,104	6,438	4,876	4,936	5,122	5,885	4,686	5,291	6,450	5,355	4,727	4,321	5,114	5,026	5,027	4,772
% Orders Met	93.75%	91.58%	93.66%	90.33%	92.75%	90.38%	90.96%	89.74%	91.70%	92.97%	93.60%	91.25%	92.27%	94.34%	94.17%	94.14%	93.90%
Total Not Met Orders	345	469	436	522	386	545	585	536	479	488	366	453	362	307	311	313	310
Not Met Orders - Company Reason	268	408	374	467	319	476	493	475	402	423	301	388	294	247	255	248	252
Not Met Orders - Customer Reason	77	61	62	55	67	69	92	61	77	65	65	65	68	60	56	65	58
% Not Met Orders	6.25%	8.42%	6.34%	9.67%	7.25%	9.62%	9.04%	10.26%	8.30%	7.03%	6.40%	8.75%	7.73%	5.66%	5.83%	5.86%	6.10%
Total Dispatchable Orders	551	582	610	438	726	566	531	583	623	598	529	608	476	620	542	626	587
Total Customer Appointment Orders	144	132	138	113	251	162	124	154	152	133	108	142	109	141	110	143	164
Total Customer Appointment Orders Not Met	17	17	20	14	36	26	19	27	27	21	12	26	17	23	15	17	17
Customer Appointment Orders Not Met-Customer Reason	4	5	4	7	10	10	9	8	11	7	3	8	5	11	11	9	3

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

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Trouble Reports - per 100 lines¹	0.39	0.40	0.38	0.40	0.44	0.52	0.39	0.40	0.41	0.41	0.45	0.39	0.32	0.36	0.29	0.50	0.38
Repeat Report Rate²	0.06	0.05	0.06	0.05	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.04	0.05	0.05	0.06	0.04
% repair appts met³	91%	88%	87%	84%	82%	84%	80%	81%	80%	74%	70%	75%	85%	88%	88%	88%	86%
% Cleared in 24 hours⁴	80%	79%	70%	71%	66%	65%	60%	67%	62%	65%	54%	57%	70%	74%	75%	72%	68%

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
PUC Complaints⁵																	
New Hampshire																	
Previous Weekly Open	49	37	31	43	39	43	36	38	39	38	34	41	42	45	45	42	41
Total Completed/Removed since Previous Reporting Period	23	12	14	18	14	26	15	16	17	18	15	17	12	21	17	14	6
Total Added since Previous Reporting Period	11	6	26	14	18	21	17	17	16	14	22	18	15	21	14	13	13
Currently Open	37	31	43	39	43	36	38	39	38	34	41	42	45	45	42	41	48
FairPoint Active⁶	19	11	24	19	17	13	13	16	18	19	21	24	24	28	18	20	29

¹To 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.

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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.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Orders Completed	3,097	2,889	3,829	2,982	3,549	2,858	3,315	3,131	3,270	3,436	3,484	3,185	3,302	3,487	3,332	3,271	3,010
Total Orders Met	2,846	2,606	3,567	2,697	3,215	2,461	2,971	2,741	2,925	3,184	3,232	2,854	3,010	3,272	3,048	3,016	2,720
% Orders Met	91.90%	90.20%	93.16%	90.44%	90.59%	86.11%	89.62%	87.54%	89.45%	92.67%	92.77%	89.61%	91.16%	93.83%	91.48%	92.20%	90.37%
Total Not Met Orders	251	283	262	285	334	397	344	390	345	252	252	331	292	215	284	255	290
Not Met Orders - Company Reason	218	257	229	263	305	345	305	352	293	231	219	301	263	184	252	228	257
Not Met Orders - Customer Reason	33	26	33	22	29	52	39	38	52	21	33	30	29	31	32	27	33
% Not Met Orders	8.10%	9.80%	6.84%	9.56%	9.41%	13.89%	10.38%	12.46%	10.55%	7.33%	7.23%	10.39%	8.84%	6.17%	8.52%	7.80%	9.63%
Total Dispatchable Orders	504	481	469	367	450	418	404	427	453	399	386	461	335	448	419	409	435
Total Customer Appointment Orders	73	75	74	52	70	64	74	67	82	86	61	93	44	89	72	86	96
Total Customer Appointment Orders Not Met	10	7	8	7	19	18	22	11	21	11	14	16	6	11	10	16	27
Customer Appointment Orders Not Met-Customer Reason	3	1	1	4	1	3	6	3	7	4	2	1	1	4	2	4	5

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

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Total Trouble Reports - per 100 lines¹	0.42	0.49	0.49	0.49	0.50	0.70	0.48	0.57	0.51	0.48	0.48	0.47	0.40	0.36	0.31	0.59	0.43
Repeat Report Rate²	0.07	0.10	0.08	0.06	0.07	0.09	0.08	0.08	0.09	0.08	0.07	0.08	0.07	0.06	0.05	0.07	0.07
% repair appts met³	90%	91%	89%	85%	77%	81%	72%	85%	77%	80%	73%	83%	83%	86%	90%	87%	84%
% Cleared in 24 hours⁴	77%	73%	72%	66%	56%	55%	54%	63%	53%	64%	63%	71%	72%	67%	72%	67%	57%

PUC Complaints⁵	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)
Vermont																	
Previous Weekly Open	67	81	48	61	69	92	112	136	141	148	155	163	172	175	81	86	90
Total Completed/Removed since Previous Reporting Period	12	49	2	13	6	11	14	23	10	12	12	20	16	112	13	11	13
Total Added since Previous Reporting Period	26	16	15	21	29	31	38	28	17	19	20	29	19	18	18	15	21
Currently Open	81	48	61	69	92	112	136	141	148	155	163	172	175	81	86	90	98
FairPoint Active⁶	42	35	37	36	45	46	59	50	56	46	51	56	50	38	45	51	51

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.