

FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)	Goals
% Abandon ¹	0%	1%	1%	1%	1%	1%	1%	1%	0%	3%	1%	1%	0%	0%	0%	5%
Average Speed of Answer in Seconds	6	9	13	11	9	9	15	7	6	35	8	10	4	4	3	
Svc Level ²	92%	88%	81%	88%	87%	89%	87%	90%	94%	79%	91%	88%	90%	95%	97%	75%

PSBC - Small Business

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)	Goals
% Abandon ¹	1%	1%	2%	2%	1%	1%	1%	2%	1%	5%	1%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	10	11	16	14	8	8	9	18	8	55	8	10	11	12	8	
Svc Level ²	88%	87%	81%	84%	91%	90%	89%	82%	90%	68%	91%	89%	86%	84%	89%	75%

Repair (RRC)

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)	Goals
% Abandon ¹	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	
Average Speed of Answer in Seconds	5	6	4	8	6	9	9	6	11	7	7	14	8	5	9	
Svc Level ²	96%	94%	97%	92%	93%	93%	93%	93%	91%	93%	95%	87%	93%	95%	92%	80%

Collections

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)	Goals
% Abandon ¹	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	5%
Average Speed of Answer in Seconds	7	8	19	6	9	9	13	16	7	17	19	17	10	10	8	20
Svc Level ²	93%	90%	76%	94%	88%	87%	82%	80%	92%	78%	78%	79%	89%	89%	91%	80%

Late Order Metrics -This metric is measured on the last day of the weekly period^{5,7}

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Retail Total															
Total Late Orders - POTS	70	82	92	100	78	73	49	53	42	60	79	82	62	45	93
Orders late >20 Days - POTS	3	5	10	6	3	4	3	2	3	3	2	6	6	4	3
% Late Orders - POTS ³	5%	6%	7%	8%	7%	6%	5%	5%	4%	5%	8%	7%	5%	3%	6%
Total Late Orders - DSL	337	313	312	375	366	383	336	259	247	216	206	206	169	130	160
Orders late >20 Days - DSL	13	21	31	26	24	25	36	25	30	31	32	23	14	11	11
% Late Orders - DSL ¹	12%	10%	10%	12%	12%	14%	13%	10%	10%	8%	8%	7%	7%	5%	6%
Total Late Orders - Other Retail	59	68	63	77	82	100	116	134	119	115	114	148	138	102	110
Orders late >20 Days - Other Retail	14	16	16	10	11	14	19	22	41	50	54	59	44	44	49
% Late Orders - Other Retail ³	13%	14%	12%	15%	15%	17%	21%	25%	23%	23%	21%	25%	23%	17%	18%
Total Late Orders - Total Retail	466	463	467	552	526	556	501	446	408	391	399	436	369	277	363
Orders late >20 Days - Total Retail	30	42	57	42	38	43	58	49	74	84	88	88	64	59	63
% Late Orders - Total Retail ³	10%	9%	9%	12%	11%	12%	12%	10%	10%	9%	9%	10%	9%	6%	7%
LSR															
Total Late Orders -CB- Number Portability	24	39	39	51	37	35	31	25	20	19	17	24	23	28	29
Orders Late >20 Days -CB- Number Portability	4	5	3	2	2	5	4	3	0	0	0	0	0	1	4
% Late Orders -CB- Number Portability ³	2%	4%	3%	5%	3%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%
Total Late Orders - JB -Standalone DL only VZ added	6	4	3	6	4	3	3	7	7	13	1	6	12	14	3
Orders Late >20 Days - JB -Standalone DL only VZ added	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0
% Late Orders - JB -Standalone DL only VZ added ³	1%	1%	0%	1%	1%	0%	0%	1%	1%	2%	0%	1%	2%	2%	0%
Total Late Orders - All Other	75	61	60	51	47	44	61	46	60	43	39	39	37	46	89
Orders Late >20 Days - All Other	9	10	11	1	4	9	6	3	6	6	6	4	3	3	5
% Late Orders - All Other ³	19%	18%	13%	14%	13%	11%	13%	13%	15%	12%	11%	10%	9%	11%	19%
Total Late Orders	105	104	102	108	88	82	95	78	87	75	57	69	72	88	121
Total Orders late >20 Days	13	15	15	3	6	14	10	6	6	6	6	5	3	4	9
Total % Late Orders ³	5%	6%	4%	5%	4%	4%	4%	3%	4%	3%	3%	3%	3%	4%	5%
ASR															
Total Late Orders	83	94	77	81	85	78	78	67	69	59	58	61	45	46	44
Total Orders late >20 Days	33	44	44	43	41	38	26	28	30	33	33	23	19	19	25
Total % Late Orders ³	18%	22%	19%	20%	17%	17%	19%	17%	20%	16%	16%	16%	12%	13%	12%

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Late Disconnects-This metric is measured on the last day of the weekly period⁷															
Retail Total															
Total Late Disconnect Orders - POTS	16	33	38	85	33	27	13	17	15	8	37	32	21	41	103
Orders late >20 Days - POTS	1	2	1	1	1	2	1	0	0	0	0	0	1	1	3
% Late Disconnect Orders - POTS ³	7%	14%	14%	26%	12%	10%	5%	5%	6%	3%	14%	11%	6%	10%	24%
Total Late Disconnect Orders - DSL	37	64	104	77	39	45	20	31	31	52	142	53	38	40	80
Orders late >20 Days - DSL	5	6	5	4	7	10	2	4	1	2	3	2	1	1	0
% Late Disconnect Orders - DSL ³	21%	31%	47%	37%	25%	24%	10%	15%	19%	27%	56%	25%	20%	19%	33%
Total Late Disconnect Orders - Other Retail	65	69	74	86	44	31	38	60	36	49	47	34	25	12	31
Orders late >20 Days - Other Retail	25	20	39	34	12	11	11	25	19	28	16	11	7	6	4
% Late Disconnect Orders - Other Retail ³	41%	48%	41%	46%	29%	24%	32%	31%	28%	29%	32%	27%	18%	10%	23%
Total Late Disconnect Orders - Total Retail	118	166	216	248	116	103	71	108	82	109	226	119	84	93	214
Orders late >20 Days - Total Retail	31	28	45	39	20	23	14	29	20	30	19	13	9	8	7
% Late Disconnect Orders - Total Retail ³	21%	28%	32%	35%	20%	18%	12%	15%	15%	17%	34%	19%	13%	13%	27%
LSR															
Total Late Disconnect Orders -CB- Number Portability	0	0	0	0	0	0	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	0	0	0	0	0	0
% Late Disconnect Orders -CB- Number Portability ³	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total Late Disconnect Orders - JB -Standalone DL only VZ added	2	2	1	2	0	2	0	0	5	5	2	4	11	15	0
Orders Late >20 Days - JB -Standalone DL only VZ added	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
% Late Disconnect Orders - JB -Standalone DL only VZ added ³	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	2%	3%	0%
Total Late Disconnect Orders - All Other	6	6	9	14	10	6	9	10	8	4	9	9	8	8	5
Orders Late >20 Days - All Other	1	1	2	2	0	0	0	2	1	0	0	0	2	0	0
% Late Disconnect Orders - All Other ³	6%	7%	8%	15%	8%	6%	8%	9%	6%	3%	6%	8%	5%	5%	4%
Total Late Disconnect Orders	8	8	10	16	10	8	9	10	13	9	11	13	19	23	5
Total Orders late >20 Days	3	3	2	2	0	0	0	2	1	0	0	0	2	0	0
Total Late % Disconnect Orders ³	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	3%	3%	4%	1%
ASR															
Total Late Disconnect Orders	23	31	26	115	60	49	40	20	19	44	26	14	10	5	7
Total Orders late >20 Days	7	4	2	4	5	5	3	8	9	9	11	6	6	1	2
Total Late % Disconnect Orders ³	11%	15%	7%	32%	21%	18%	15%	9%	7%	18%	10%	6%	4%	2%	3%

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Billing															
% Bills known to be in Error (excluding format errors)	1.30%	1.30%	1.90%	1.90%	1.90%	1.90%	1.90%	1.80%	1.80%	1.70%	1.70%	1.70%	1.70%	1.70%	1.80%
		Dec-10				Jan-11				Feb-11				Mar-11	
Adjustments percentage ⁴		5.9%				2.7%				2.7%				3.8%	
% of bills adjusted ⁵		1.0%				1.1%				0.8%				0.9%	

excluding \$MM in ESG adjustments related to ICB rating for the period acquisition thru current the adjustment percentage would be

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)							
02/21/2011 - 02/27/2011	1,584	8,678	6,772	8,533	6,206	1,729	72.73%
02/28/2011 - 03/06/2011	1,729	9,278	7,380	9,399	6,904	1,608	73.45%
03/07/2011 - 03/13/2011	1,608	10,125	8,136	10,162	7,561	1,571	74.40%
03/14/2011 - 03/20/2011	1,571	8,627	6,742	8,737	5,045	1,461	57.74%
03/21/2011 - 03/27/2011	1,461	9,199	7,013	8,910	5,737	1,750	64.39%
LSR - JB							
02/21/2011 - 02/27/2011	629	2,695	1,500	2,667	2,520	657	94.49%
02/28/2011 - 03/06/2011	657	2,633	1,553	2,787	2,643	503	94.83%
03/07/2011 - 03/13/2011	503	2,346	1,184	2,289	2,161	560	94.41%
03/14/2011 - 03/20/2011	560	4,004	2,837	3,969	3,618	595	91.16%
03/21/2011 - 03/27/2011	595	3,165	1,827	2,979	2,767	781	92.88%
LSR - CB							
02/21/2011 - 02/27/2011	4,567	1,080	117	893	617	4,754	69.09%
02/28/2011 - 03/06/2011	4,754	1,057	141	1,034	731	4,777	70.70%
03/07/2011 - 03/13/2011	4,777	1,122	157	893	634	5,006	71.00%
03/14/2011 - 03/20/2011	5,006	1,045	140	899	594	5,152	66.07%
03/21/2011 - 03/27/2011	5,152	1,219	145	1,035	706	5,336	68.21%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
02/21/2011 - 02/27/2011	304	531	213	619	510	216	82.39%
02/28/2011 - 03/06/2011	216	624	267	599	463	241	77.30%
03/07/2011 - 03/13/2011	241	671	272	628	510	284	81.21%
03/14/2011 - 03/20/2011	284	774	395	792	630	266	79.55%
03/21/2011 - 03/27/2011	266	983	561	940	670	309	71.28%

	Week Ending 2/13/2011	Week Ending 2/20/2011	Week Ending 2/27/2011	Week Ending 3/06/2011	Week Ending 3/13/2011	Week Ending 3/20/2011	Week Ending 3/27/2011
% Retail Total Orders Designed as Flow Through	79.46%	79.46%	81.47%	80.22%	81.17%	79.46%	80.61%
% LSR Total Orders Designed as Flow Through	96.05%	95.68%	96.05%	95.91%	94.76%	95.88%	95.01%

- 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.

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Total Orders Completed	4,036	3,895	6,033	4,976	4,994	4,648	4,828	5,894	5,283	4,584	5,959	5,894	5,080	5,601	5,763
Total Orders Met	3,696	3,556	5,282	4,549	4,528	4,281	4,380	5,464	4,896	4,203	5,494	5,350	4,602	5,233	5,332
% Orders Met	91.58%	91.30%	87.55%	91.42%	90.67%	92.10%	90.72%	92.70%	92.67%	91.69%	92.20%	90.77%	90.59%	93.43%	92.52%
Total Not Met Orders	340	339	751	427	466	367	448	430	387	381	465	544	478	368	431
Not Met Orders - Company Reason	272	290	679	336	353	288	369	346	302	319	364	412	355	290	329
Not Met Orders - Customer Reason	68	49	72	91	113	79	79	84	85	62	101	132	123	78	102
% Not Met Orders	8.42%	8.70%	12.45%	8.58%	9.33%	7.90%	9.28%	7.30%	7.33%	8.31%	7.80%	9.23%	9.41%	6.57%	7.48%
Total Dispatchable Orders	579	445	653	767	660	787	738	836	846	737	924	814	865	808	744
Total Customer Appointment Orders	103	88	139	152	138	174	148	202	198	178	217	219	210	203	155
Total Customer Appointment Orders Not Met	20	15	19	35	26	20	21	39	34	25	43	54	46	29	25
Customer Appointment Orders Not Met-Customer Reason	9	3	6	7	11	11	12	13	9	4	18	7	16	10	13

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

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Total Trouble Reports - per 100 lines ¹	0.28	0.32	0.35	0.31	0.31	0.29	0.32	0.40	0.38	0.31	0.35	0.55	0.43	0.34	0.35
Repeat Report Rate ²	0.06	0.04	0.04	0.04	0.04	0.04	0.03	0.05	0.05	0.03	0.04	0.07	0.04	0.05	0.04
% repair Commitments met ³	86%	85%	85%	83%	86%	86%	78%	69%	74%	74%	81%	86%	86%	87%	89%
% Cleared in 24 hours ⁴	67%	68%	65%	61%	67%	69%	64%	62%	67%	63%	67%	75%	69%	66%	68%

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
PUC Complaints⁵															
Maine															
Previous Weekly Open	39	31	32	41	42	44	48	43	51	46	44	38	26	25	25
Total Completed/Removed since Previous Reporting Period	13	4	2	4	5	3	7	7	8	5	10	15	6	1	2
Total Added since Previous Reporting Period	5	5	11	5	7	7	2	15	3	3	4	3	5	1	10
Currently Open	31	32	41	42	44	48	43	51	46	44	38	26	25	25	33
FairPoint Active⁶	15	12	24	22	27	18	10	20	20	21	21	13	18	19	27

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.

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Total Orders Completed	3,952	4,467	5,853	4,817	5,049	4,887	4,530	5,086	4,984	4,483	4,502	4,599	4,897	4,696	4,806
Total Orders Met	3,712	4,229	5,064	4,460	4,691	4,634	4,266	4,814	4,710	4,131	4,247	4,310	4,585	4,453	4,483
% Orders Met	93.93%	94.67%	86.52%	92.59%	92.91%	94.82%	94.17%	94.65%	94.50%	92.15%	94.34%	93.72%	93.63%	94.83%	93.28%
Total Not Met Orders	240	238	789	357	358	253	264	272	274	352	255	289	312	243	323
Not Met Orders - Company Reason	162	201	705	262	254	177	199	189	205	293	178	222	235	171	256
Not Met Orders - Customer Reason	78	37	84	95	104	76	65	83	69	59	77	67	77	72	67
% Not Met Orders	6.07%	5.33%	13.48%	7.41%	7.09%	5.18%	5.83%	5.35%	5.50%	7.85%	5.66%	6.28%	6.37%	5.17%	6.72%
Total Dispatchable Orders	393	384	454	478	401	542	479	464	482	383	543	506	571	502	577
Total Customer Appointment Orders	93	96	98	82	86	128	104	125	136	108	159	151	149	141	152
Total Customer Appointment Orders Not Met	13	11	12	10	14	13	10	12	17	8	13	14	14	14	9
Customer Appointment Orders Not Met-Customer Reason	6	2	5	3	4	7	3	6	6	3	7	7	4	10	4

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

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Total Trouble Reports - per 100 lines¹	0.23	0.24	0.27	0.24	0.28	0.25	0.23	0.32	0.35	0.27	0.29	0.46	0.30	0.26	0.29
Repeat Report Rate²	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.04	0.04	0.03	0.03	0.05	0.03	0.03	0.03
% repair appts met³	89%	88%	89%	85%	84%	91%	86%	77%	81%	81%	86%	88%	89%	91%	91%
% Cleared in 24 hours⁴	71%	73%	73%	73%	67%	75%	75%	73%	73%	68%	73%	76%	72%	72%	75%

PUC Complaints⁵	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
New Hampshire															
Previous Weekly Open	36	31	43	36	29	31	36	32	34	33	36	36	44	43	37
Total Completed/Removed since Previous Reporting Period	13	1	27	18	7	11	13	13	17	8	11	8	14	12	16
Total Added since Previous Reporting Period	8	13	20	11	9	16	9	15	16	11	11	16	13	6	11
Currently Open	31	43	36	29	31	36	32	34	33	36	36	44	43	37	32
FairPoint Active⁶	13	23	19	16	17	25	19	20	20	22	26	36	22	15	18

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.

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.

Vermont

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

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Total Orders Completed	2,681	2,398	3,070	2,934	2,817	2,662	2,383	2,891	2,744	2,414	2,802	2,794	3,103	2,535	2,825
Total Orders Met	2,450	2,229	2,651	2,696	2,553	2,477	2,201	2,710	2,601	2,171	2,588	2,551	2,872	2,353	2,622
% Orders Met	91.38%	92.95%	86.35%	91.89%	90.63%	93.05%	92.36%	93.74%	94.79%	89.93%	92.36%	91.30%	92.56%	92.82%	92.81%
Total Not Met Orders	231	169	419	238	264	185	182	181	143	243	214	243	231	182	203
Not Met Orders - Company Reason	177	143	377	178	201	143	138	144	112	204	174	196	174	150	164
Not Met Orders - Customer Reason	54	26	42	60	63	42	44	37	31	39	40	47	57	32	39
% Not Met Orders	8.62%	7.05%	13.65%	8.11%	9.37%	6.95%	7.64%	6.26%	5.21%	10.07%	7.64%	8.70%	7.44%	7.18%	7.19%
Total Dispatchable Orders	338	251	309	365	343	329	330	328	342	297	363	329	321	370	328
Total Customer Appointment Orders	45	42	60	49	53	28	57	63	72	65	57	63	44	60	57
Total Customer Appointment Orders Not Met	5	6	17	10	8	2	5	12	7	17	11	19	12	7	5
Customer Appointment Orders Not Met-Customer Reason	1	3	4	1	3	1	1	2	0	3	4	2	6	3	4

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

	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Total Trouble Reports - per 100 lines¹	0.23	0.28	0.29	0.28	0.28	0.32	0.31	0.35	0.39	0.26	0.33	0.51	0.41	0.30	0.33
Repeat Report Rate²	0.04	0.04	0.03	0.04	0.04	0.04	0.03	0.05	0.05	0.04	0.03	0.06	0.05	0.04	0.04
% repair appts met³	89%	87%	88%	90%	88%	87%	83%	78%	79%	77%	81%	80%	85%	85%	86%
% Cleared in 24 hours⁴	68%	73%	75%	76%	67%	72%	66%	67%	69%	61%	70%	64%	68%	65%	67%

PUC Complaints⁵	12/20-12/26 (2010)	12/27-1/2 (2011)	1/3-1/9 (2011)	1/10-1/16 (2011)	1/17-1/23 (2011)	1/24-1/30 (2011)	1/31-2/6 (2011)	2/7-2/13 (2011)	2/14-2/20 (2011)	2/21-2/27 (2011)	2/28-3/6 (2011)	3/7-3/13 (2011)	3/14-3/20 (2011)	3/21-3/27 (2011)	3/28-4/3 (2011)
Vermont															
Previous Weekly Open	98	107	112	138	133	135	139	115	118	115	102	107	97	82	85
Total Completed/Removed since Previous Reporting Period	6	3	5	29	13	15	41	13	11	28	6	20	32	6	6
Total Added since Previous Reporting Period	15	8	31	24	15	19	17	16	8	15	11	10	17	9	9
Currently Open	107	112	138	133	135	139	115	118	115	102	107	97	82	85	88
FairPoint Active⁶	54	53	65	55	47	50	47	41	35	42	45	37	39	36	36

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.