

FairPoint Communication NNE  
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)	Goals
% Abandon <sup>1</sup>	1%	1%	1%	1%	1%	0%	3%	1%	1%	0%	0%	0%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	11	9	9	15	7	6	35	8	10	4	4	3	8	8	12	12	
Svc Level <sup>2</sup>	88%	87%	89%	87%	90%	94%	79%	91%	88%	90%	95%	97%	88%	89%	86%	85%	75%

PSBC - Small Business

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)	Goals
% Abandon <sup>1</sup>	2%	1%	1%	1%	2%	1%	5%	1%	1%	1%	1%	1%	1%	3%	1%	2%	5%
Average Speed of Answer in Seconds	14	8	8	9	18	8	55	8	10	11	12	8	14	25	11	18	
Svc Level <sup>2</sup>	84%	91%	90%	89%	82%	90%	68%	91%	89%	86%	84%	89%	82%	79%	87%	79%	75%

Repair (RRC)

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)	Goals
% Abandon <sup>1</sup>	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	
Average Speed of Answer in Seconds	8	6	9	9	6	11	7	7	14	8	5	9	5	7	8	9	
Svc Level <sup>2</sup>	92%	93%	93%	93%	93%	91%	93%	95%	87%	93%	95%	92%	95%	92%	93%	88%	80%

Collections

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)	Goals
% Abandon <sup>1</sup>	1%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	3%	2%	1%	5%
Average Speed of Answer in Seconds	6	9	9	13	16	7	17	19	17	10	10	8	10	20	20	11	20
Svc Level <sup>2</sup>	94%	88%	87%	82%	80%	92%	78%	78%	79%	89%	89%	91%	86%	78%	79%	88%	80%

Late Order Metrics - This metric is measured on the last day of the weekly period<sup>5</sup>

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Retail Total</b>																
Total Late Orders - POTS	100	78	73	49	53	42	60	79	82	62	45	93	55	36	61	60
Orders late >20 Days - POTS	6	3	4	3	2	3	3	2	6	6	4	3	4	5	10	6
% Late Orders - POTS <sup>3</sup>	8%	7%	6%	5%	5%	4%	5%	8%	7%	5%	3%	6%	3%	2%	3%	2%
Total Late Orders - DSL	375	366	383	336	259	247	216	206	206	169	130	160	130	112	135	109
Orders late >20 Days - DSL	26	24	25	36	25	30	31	32	23	14	11	11	12	12	16	15
% Late Orders - DSL <sup>1</sup>	12%	12%	14%	13%	10%	10%	8%	8%	7%	7%	5%	6%	5%	5%	5%	3%
Total Late Orders - Other Retail	77	82	100	116	134	119	115	114	148	138	102	110	116	120	150	209
Orders late >20 Days - Other Retail	10	11	14	19	22	41	50	54	59	44	44	49	52	58	57	60
% Late Orders - Other Retail <sup>3</sup>	15%	15%	17%	21%	25%	23%	23%	21%	25%	23%	17%	18%	17%	19%	21%	28%
Total Late Orders - Total Retail	552	526	556	501	446	408	391	399	436	369	277	363	301	268	346	378
Orders late >20 Days - Total Retail	42	38	43	58	49	74	84	88	88	64	59	63	68	75	83	81
% Late Orders - Total Retail <sup>3</sup>	12%	11%	12%	12%	10%	10%	9%	9%	10%	9%	6%	7%	6%	5%	6%	6%
<b>LSR</b>																
Total Late Orders -CB- Number Portability	51	37	35	31	25	20	19	17	24	23	28	29	28	32	33	32
Orders Late >20 Days -CB- Number Portability	2	2	5	4	3	0	0	0	0	0	1	4	5	4	3	2
% Late Orders -CB- Number Portability <sup>3</sup>	5%	3%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%
Total Late Orders - JB -Standalone DL only VZ added	6	4	3	3	7	7	13	1	6	12	14	3	9	7	7	13
Orders Late >20 Days - JB -Standalone DL only VZ added	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
% Late Orders - JB -Standalone DL only VZ added <sup>3</sup>	1%	1%	0%	0%	1%	1%	2%	0%	1%	2%	2%	0%	1%	1%	1%	2%
Total Late Orders - All Other	51	47	44	61	46	60	43	39	39	37	46	89	49	40	47	52
Orders Late >20 Days - All Other	1	4	9	6	3	6	6	6	4	3	3	5	7	7	3	7
% Late Orders - All Other <sup>3</sup>	14%	13%	11%	13%	13%	15%	12%	11%	10%	9%	11%	19%	10%	8%	12%	12%
Total Late Orders	108	88	82	95	78	87	75	57	69	72	88	121	86	79	87	97
Total Orders late >20 Days	3	6	14	10	6	6	6	6	5	3	4	9	12	12	6	9
Total % Late Orders <sup>3</sup>	5%	4%	4%	4%	3%	4%	3%	3%	3%	3%	4%	5%	3%	3%	4%	4%
<b>ASR</b>																
Total Late Orders	81	85	78	78	67	69	59	58	61	45	46	44	47	49	41	31
Total Orders late >20 Days	43	41	38	26	28	30	33	33	23	19	19	25	21	17	23	20
Total % Late Orders <sup>3</sup>	20%	17%	17%	19%	17%	20%	16%	16%	16%	12%	13%	12%	13%	14%	12%	8%

Late Disconnects-This metric is measured on the last day of the weekly period <sup>2</sup>	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Retail Total</b>																
Total Late Disconnect Orders - POTS	85	33	27	13	17	15	8	37	32	21	41	103	10	5	11	10
Orders late >20 Days - POTS	1	1	2	1	0	0	0	0	0	1	1	3	1	0	0	2
% Late Disconnect Orders - POTS <sup>3</sup>	26%	12%	10%	5%	5%	6%	3%	14%	11%	6%	10%	24%	4%	2%	3%	3%
Total Late Disconnect Orders - DSL	77	39	45	20	31	31	52	142	53	38	40	80	58	18	40	47
Orders late >20 Days - DSL	4	7	10	2	4	1	2	3	2	1	1	0	0	0	0	1
% Late Disconnect Orders - DSL <sup>3</sup>	37%	25%	24%	10%	15%	19%	27%	56%	25%	20%	19%	33%	24%	9%	16%	16%
Total Late Disconnect Orders - Other Retail	86	44	31	38	60	36	49	47	34	25	12	31	8	13	18	25
Orders late >20 Days - Other Retail	34	12	11	11	25	19	28	16	11	7	6	4	2	1	2	7
% Late Disconnect Orders - Other Retail <sup>3</sup>	46%	29%	24%	32%	31%	28%	29%	32%	27%	18%	10%	23%	8%	13%	16%	17%
Total Late Disconnect Orders - Total Retail	248	116	103	71	108	82	109	226	119	84	93	214	76	36	69	82
Orders late >20 Days - Total Retail	39	20	23	14	29	20	30	19	13	9	8	7	3	1	2	10
% Late Disconnect Orders - Total Retail <sup>3</sup>	35%	20%	18%	12%	15%	15%	17%	34%	19%	13%	13%	27%	12%	6%	10%	10%
<b>LSR</b>																
Total Late Disconnect Orders -CB- Number Portability	0	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	0
% Late Disconnect Orders -CB- Number Portability <sup>3</sup>	0%	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	0	2	0	0	5	5	2	4	11	15	0	1	0	0	0
Orders Late >20 Days - JB -Standalone DL only VZ added	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% Late Disconnect Orders - JB -Standalone DL only VZ added <sup>3</sup>	0%	0%	0%	0%	0%	1%	1%	1%	1%	2%	3%	0%	0%	0%	0%	0%
Total Late Disconnect Orders - All Other	14	10	6	9	10	8	4	9	9	8	8	5	5	6	6	4
Orders Late >20 Days - All Other	2	0	0	0	2	1	0	0	0	2	0	0	0	0	0	0
% Late Disconnect Orders - All Other <sup>3</sup>	15%	8%	6%	8%	9%	6%	3%	6%	8%	5%	5%	4%	3%	4%	3%	2%
Total Late Disconnect Orders	16	10	8	9	10	13	9	11	13	19	23	5	6	6	6	4
Total Orders late >20 Days	2	0	0	0	2	1	0	0	0	2	0	0	0	0	0	0
Total Late % Disconnect Orders <sup>3</sup>	2%	2%	1%	1%	2%	2%	1%	2%	3%	3%	4%	1%	1%	1%	1%	1%
<b>ASR</b>																
Total Late Disconnect Orders	115	60	49	40	20	19	44	26	14	10	5	7	5	5	5	8
Total Orders late >20 Days	4	5	5	3	8	9	9	11	6	6	1	2	2	1	2	2
Total Late % Disconnect Orders <sup>3</sup>	32%	21%	18%	15%	9%	7%	18%	10%	6%	4%	2%	3%	2%	3%	3%	3%

Billing	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
% Bills known to be in Error (excluding format errors)	1.90%	1.90%	1.90%	1.90%	1.80%	1.80%	1.70%	1.70%	1.70%	1.70%	1.70%	1.80%	1.80%	1.60%	1.10%	1.10%
Adjustments percentage <sup>4</sup>			Jan-11				Feb-11					Mar-11				Apr-11
% of bills adjusted <sup>5</sup>			2.7%				2.7%					3.8%				3.8%
			1.1%				0.8%					0.9%				0.9%

<sup>1</sup> % Abandon is calculated by Calls abandon divided by Calls Offered.

<sup>2</sup> Service Level is calculated by Calls Answered within 20 seconds divided by Call Offered

<sup>3</sup> % Late is calculated by Late Pending Orders divided by Total Current Pending Orders.

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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 <sup>1</sup>	New FT Orders Received Due in Week <sup>2</sup>	Total Completed <sup>3</sup>	100% FT Completed <sup>4</sup>	Total FT Pending End of Week <sup>5</sup>	% Flow Through
<b>Retail (POTS, DSL, Dir Listing)</b>							
03/28/2011 - 04/03/2011	1,750	9,374	7,160	9,212	5,832	1,912	63.31%
04/04/2011 - 04/10/2011	1,912	8,523	6,051	8,342	5,497	2,093	65.90%
04/11/2011 - 04/17/2011	2,093	11,428	8,711	11,006	8,038	2,515	73.03%
04/18/2011 - 04/24/2011	2,515	12,721	9,962	12,250	9,120	2,986	74.45%
04/25/2011 - 05/01/2011	2,986	10,973	7,955	10,731	7,244	3,228	67.51%
<b>LSR - JB</b>							
03/28/2011 - 04/03/2011	781	3,560	2,144	3,567	3,308	774	92.74%
04/04/2011 - 04/10/2011	774	3,499	2,221	3,649	3,425	624	93.86%
04/11/2011 - 04/17/2011	624	3,214	2,028	3,285	3,193	553	97.20%
04/18/2011 - 04/24/2011	553	3,212	1,918	3,291	3,072	474	93.35%
04/25/2011 - 05/01/2011	474	3,363	1,968	3,320	3,187	517	95.99%
<b>LSR - CB</b>							
03/28/2011 - 04/03/2011	5,336	1,461	137	1,076	648	5,721	60.22%
04/04/2011 - 04/10/2011	5,721	1,371	198	1,201	745	5,891	62.03%
04/11/2011 - 04/17/2011	5,891	1,107	159	1,325	921	5,673	69.51%
04/18/2011 - 04/24/2011	5,673	1,114	173	1,116	771	5,671	69.09%
04/25/2011 - 05/01/2011	5,671	1,100	130	993	578	5,778	58.21%
<b>LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)</b>							
03/28/2011 - 04/03/2011	309	925	542	954	648	280	67.92%
04/04/2011 - 04/10/2011	280	939	463	838	643	381	76.73%
04/11/2011 - 04/17/2011	381	633	291	722	560	292	77.56%
04/18/2011 - 04/24/2011	292	628	229	580	467	340	80.52%
04/25/2011 - 05/01/2011	340	806	366	804	582	342	72.39%

	Week Ending 3/20/2011	Week Ending 3/27/2011	Week Ending 4/03/2011	Week Ending 4/10/2011	Week Ending 4/17/2011	Week Ending 4/24/2011	Week Ending 5/1/2011
% Retail Total Orders Designed as Flow Through	79.46%	80.61%	81.67%	79.03%	84.86%	86.73%	83.53%
% LSR Total Orders Designed as Flow Through	95.88%	95.01%	95.38%	95.97%	95.93%	96.14%	95.59%

<sup>1</sup> Flow through eligible orders consist of only those orders with 100% system processing by design.

<sup>2</sup> This is a subset of flow through orders received. These are included in new received.

<sup>3</sup> These represent all Flow Through orders that have completed regardless of manual intervention.

<sup>4</sup> These represent all flow through orders that have completed without manual intervention. These are included in the Total

<sup>5</sup> 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.

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Total Orders Completed</b>	4,976	4,994	4,648	4,828	5,894	5,283	4,584	5,959	5,894	5,080	5,601	5,763	5,574	6,698	7,252	6,270
<b>Total Orders Met</b>	4,549	4,528	4,281	4,380	5,464	4,896	4,203	5,494	5,350	4,602	5,233	5,332	5,175	6,373	6,908	5,935
<b>% Orders Met</b>	91.42%	90.67%	92.10%	90.72%	92.70%	92.67%	91.69%	92.20%	90.77%	90.59%	93.43%	92.52%	92.84%	95.15%	95.26%	94.66%
<b>Total Not Met Orders</b>	427	466	367	448	430	387	381	465	544	478	368	431	399	325	344	335
<b>Not Met Orders - Company Reason</b>	336	353	288	369	346	302	319	364	412	355	290	329	300	233	259	261
<b>Not Met Orders - Customer Reason</b>	91	113	79	79	84	85	62	101	132	123	78	102	99	92	85	74
<b>% Not Met Orders</b>	8.58%	9.33%	7.90%	9.28%	7.30%	7.33%	8.31%	7.80%	9.23%	9.41%	6.57%	7.48%	7.16%	4.85%	4.74%	5.34%
<b>Total Dispatchable Orders</b>	767	660	787	738	836	846	737	924	814	865	808	744	745	805	726	719
<b>Total Customer Appointment Orders</b>	152	138	174	148	202	198	178	217	219	210	203	155	174	152	168	175
<b>Total Customer Appointment Orders Not Met</b>	35	26	20	21	39	34	25	43	54	46	29	25	32	11	19	20
<b>Customer Appointment Orders Not Met-Customer Reason</b>	7	11	11	12	13	9	4	18	7	16	10	13	9	6	6	10

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

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Total Trouble Reports - per 100 lines<sup>1</sup></b>	0.31	0.31	0.29	0.32	0.40	0.38	0.31	0.35	0.55	0.43	0.34	0.35	0.37	0.40	0.39	0.44
<b>Repeat Report Rate<sup>2</sup></b>	0.04	0.04	0.04	0.03	0.05	0.05	0.03	0.04	0.07	0.04	0.05	0.04	0.04	0.04	0.05	0.05
<b>% repair Commitments met<sup>3</sup></b>	83%	86%	86%	78%	69%	74%	74%	81%	86%	86%	87%	89%	83%	88%	88%	90%
<b>% Cleared in 24 hours<sup>4</sup></b>	61%	67%	69%	64%	62%	67%	63%	67%	75%	69%	66%	68%	67%	71%	71%	76%

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>PUC Complaints<sup>5</sup></b>																
<b>Maine</b>																
<b>Previous Weekly Open</b>	41	42	44	48	43	51	46	44	38	26	25	25	33	28	25	30
<b>Total Completed/Removed since Previous Reporting Period</b>	4	5	3	7	7	8	5	10	15	6	1	2	11	6	4	5
<b>Total Added since Previous Reporting Period</b>	5	7	7	2	15	3	3	4	3	5	1	10	6	3	9	5
<b>Currently Open</b>	42	44	48	43	51	46	44	38	26	25	25	33	28	25	30	30
<b>FairPoint Active<sup>6</sup></b>	22	27	18	10	20	20	21	21	13	18	19	27	21	12	15	11

<sup>1</sup> To calculate this metric we will use the publicly reported Total Access Lines as of the previous quarter.

<sup>2</sup> 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.

<sup>3</sup> % Repair Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

<sup>4</sup> % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours divided by Total troubles completed.

<sup>5</sup> PUC Complaints are classified as completed when the complaint has been closed with the PUC

<sup>6</sup> 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.

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Total Orders Completed</b>	4,817	5,049	4,887	4,530	5,086	4,984	4,483	4,502	4,599	4,897	4,696	4,806	4,380	5,293	6,386	4,936
<b>Total Orders Met</b>	4,460	4,691	4,634	4,266	4,814	4,710	4,131	4,247	4,310	4,585	4,453	4,483	4,133	5,074	6,163	4,546
<b>% Orders Met</b>	92.59%	92.91%	94.82%	94.17%	94.65%	94.50%	92.15%	94.34%	93.72%	93.63%	94.83%	93.28%	94.36%	95.86%	96.51%	92.10%
<b>Total Not Met Orders</b>	357	358	253	264	272	274	352	255	289	312	243	323	247	219	223	390
<b>Not Met Orders - Company Reason</b>	262	254	177	199	189	205	293	178	222	235	171	256	177	151	148	349
<b>Not Met Orders - Customer Reason</b>	95	104	76	65	83	69	59	77	67	77	72	67	70	68	75	41
<b>% Not Met Orders</b>	7.41%	7.09%	5.18%	5.83%	5.35%	5.50%	7.85%	5.66%	6.28%	6.37%	5.17%	6.72%	5.64%	4.14%	3.49%	7.90%
<b>Total Dispatchable Orders</b>	478	401	542	479	464	482	383	543	506	571	502	577	566	489	534	479
<b>Total Customer Appointment Orders</b>	82	86	128	104	125	136	108	159	151	149	141	152	145	117	167	134
<b>Total Customer Appointment Orders Not Met</b>	10	14	13	10	12	17	8	13	14	14	14	9	13	10	21	10
<b>Customer Appointment Orders Not Met-Customer Reason</b>	3	4	7	3	6	6	3	7	7	4	10	4	5	3	7	4

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

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Total Trouble Reports - per 100 lines<sup>1</sup></b>	0.24	0.28	0.25	0.23	0.32	0.35	0.27	0.29	0.46	0.30	0.26	0.29	0.28	0.29	0.28	0.30
<b>Repeat Report Rate<sup>2</sup></b>	0.03	0.03	0.03	0.02	0.04	0.04	0.03	0.03	0.05	0.03	0.03	0.03	0.03	0.03	0.04	0.03
<b>% repair appts met<sup>3</sup></b>	85%	84%	91%	86%	77%	81%	81%	86%	88%	89%	91%	91%	86%	91%	90%	92%
<b>% Cleared in 24 hours<sup>4</sup></b>	73%	67%	75%	75%	73%	73%	68%	73%	76%	72%	72%	75%	73%	75%	77%	81%

<b>PUC Complaints<sup>5</sup></b>	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>New Hampshire</b>																
<b>Previous Weekly Open</b>	36	29	31	36	32	34	33	36	36	44	43	37	32	33	30	22
<b>Total Completed/Removed since Previous Reporting Period</b>	18	7	11	13	13	17	8	11	8	14	12	16	6	7	18	8
<b>Total Added since Previous Reporting Period</b>	11	9	16	9	15	16	11	11	16	13	6	11	7	4	10	7
<b>Currently Open</b>	29	31	36	32	34	33	36	36	44	43	37	32	33	30	22	21
<b>FairPoint Active<sup>6</sup></b>	16	17	25	19	20	20	22	26	36	22	15	18	19	12	12	16

<sup>1</sup>To calculate this metric we will use the publicly reported Total Access Lines as of the previous quarter.

<sup>2</sup> 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.

<sup>3</sup> % Repair Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

<sup>4</sup> % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours divided by Total troubles completed.

<sup>5</sup> PUC Complaints are classified as completed when the complaint has been closed with the PUC

<sup>6</sup> 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.

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Total Orders Completed</b>	2,934	2,817	2,662	2,383	2,891	2,744	2,414	2,802	2,794	3,103	2,535	2,825	2,620	3,216	3,740	2,755
<b>Total Orders Met</b>	2,696	2,553	2,477	2,201	2,710	2,601	2,171	2,588	2,551	2,872	2,353	2,622	2,452	3,045	3,568	2,500
<b>% Orders Met</b>	91.89%	90.63%	93.05%	92.36%	93.74%	94.79%	89.93%	92.36%	91.30%	92.56%	92.82%	92.81%	93.59%	94.68%	95.40%	90.74%
<b>Total Not Met Orders</b>	238	264	185	182	181	143	243	214	243	231	182	203	168	171	172	255
<b>Not Met Orders - Company Reason</b>	178	201	143	138	144	112	204	174	196	174	150	164	126	124	122	217
<b>Not Met Orders - Customer Reason</b>	60	63	42	44	37	31	39	40	47	57	32	39	42	47	50	38
<b>% Not Met Orders</b>	8.11%	9.37%	6.95%	7.64%	6.26%	5.21%	10.07%	7.64%	8.70%	7.44%	7.18%	7.19%	6.41%	5.32%	4.60%	9.26%
<b>Total Dispatchable Orders</b>	365	343	329	330	328	342	297	363	329	321	370	328	353	335	350	342
<b>Total Customer Appointment Orders</b>	49	53	28	57	63	72	65	57	63	44	60	57	76	48	69	61
<b>Total Customer Appointment Orders Not Met</b>	10	8	2	5	12	7	17	11	19	12	7	5	11	6	6	14
<b>Customer Appointment Orders Not Met-Customer Reason</b>	1	3	1	1	2	0	3	4	2	6	3	4	5	3	4	3

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

	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Total Trouble Reports - per 100 lines<sup>1</sup></b>	0.28	0.28	0.32	0.31	0.35	0.39	0.26	0.33	0.51	0.41	0.30	0.33	0.32	0.41	0.35	0.52
<b>Repeat Report Rate<sup>2</sup></b>	0.04	0.04	0.04	0.03	0.05	0.05	0.04	0.03	0.06	0.05	0.04	0.04	0.05	0.05	0.05	0.06
<b>% repair appts met<sup>3</sup></b>	90%	88%	87%	83%	78%	79%	77%	81%	80%	85%	85%	86%	81%	89%	87%	86%
<b>% Cleared in 24 hours<sup>4</sup></b>	76%	67%	72%	66%	67%	69%	61%	70%	64%	68%	65%	67%	71%	75%	73%	74%

<b>PUC Complaints<sup>5</sup></b>	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)	4/4-4/10 (2011)	4/11-4/17 (2011)	4/18-4/24 (2011)	4/25-5/1 (2011)
<b>Vermont</b>																
<b>Previous Weekly Open</b>	138	133	135	139	115	118	115	102	107	97	82	85	88	94	106	111
<b>Total Completed/Removed since Previous Reporting Period</b>	29	13	15	41	13	11	28	6	20	32	6	6	8	8	11	16
<b>Total Added since Previous Reporting Period</b>	24	15	19	17	16	8	15	11	10	17	9	9	14	20	16	11
<b>Currently Open</b>	133	135	139	115	118	115	102	107	97	82	85	88	94	106	111	106
<b>FairPoint Active<sup>6</sup></b>	55	47	50	47	41	35	42	45	37	39	36	36	40	48	43	32

<sup>1</sup> To calculate this metric we will use the publicly reported Total Access Lines as of the previous quarter.

<sup>2</sup> 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.

<sup>3</sup> % Repair Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

<sup>4</sup> % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours divided by Total troubles completed.

<sup>5</sup> PUC Complaints are classified as completed when the complaint has been closed with the PUC

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