

FairPoint Communication NNE Bi-Weekly Dashboard																		
Call Center Activity - CSSC - Consumer																		
	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)	Goals
% Abandon ¹	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	5%
Average Speed of Answer in Seconds	8	10	4	4	3	8	8	12	12	14	9	11	9	14	11	16	18	
Svc Level ²	91%	88%	90%	95%	97%	88%	89%	86%	85%	81%	87%	84%	90%	86%	85%	79%	82%	75%
BSSC - Small Business																		
	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)	Goals
% Abandon ¹	1%	1%	1%	1%	1%	1%	3%	1%	2%	2%	2%	2%	1%	1%	1%	2%	2%	5%
Average Speed of Answer in Seconds	8	10	11	12	8	14	25	11	18	20	14	17	11	8	8	14	17	
Svc Level ²	91%	89%	86%	84%	89%	82%	79%	87%	79%	80%	85%	81%	87%	84%	90%	81%	80%	75%
Repair (RRC)																		
	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)	Goals
% Abandon ¹	0%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	2%	2%	4%	2%	0%	1%	
Average Speed of Answer in Seconds	7	14	8	5	9	5	7	8	9	9	6	17	19	33	17	7	10	
Svc Level ²	95%	87%	93%	95%	92%	95%	92%	93%	88%	90%	96%	84%	83%	76%	82%	95%	91%	80%
Collections																		
	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)	Goals
% Abandon ¹	2%	2%	1%	1%	1%	1%	3%	2%	1%	1%	1%	1%	1%	1%	1%	3%	2%	5%
Average Speed of Answer in Seconds	19	17	10	10	8	10	20	20	11	12	8	12	9	10	12	24	20	20
Svc Level ²	78%	79%	89%	89%	91%	86%	78%	79%	88%	87%	90%	85%	91%	86%	85%	73%	74%	80%
Late Order Metrics - This metric is measured on the last day of the week																		
	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)	5/2 - 5/8 (2011)	5/9 - 5/15 (2011)	5/16 - 5/22 (2011)	5/23 - 5/29 (2011)	5/30 - 6/5 (2011)	6/6 - 6/12 (2011)	6/13 - 6/19 (2011)	6/20 - 6/26 (2011)	
Retail Total																		
Total Late Orders - POTS	79	82	62	45	93	55	36	61	60	57	53	53	61	121	82	102	54	
Orders late >20 Days - POTS	2	6	6	4	3	4	5	10	6	5	4	4	6	7	7	7	6	
% Late Orders - POTS ³	8%	7%	5%	3%	6%	3%	2%	3%	2%	2%	2%	2%	2%	6%	4%	5%	3%	
Total Late Orders - DSL	206	206	169	130	160	130	112	135	109	102	89	106	112	264	188	215	221	
Orders late >20 Days - DSL	32	23	14	11	11	12	12	16	15	16	17	12	13	17	16	15	28	
% Late Orders - DSL ¹	8%	7%	7%	5%	6%	5%	5%	5%	3%	3%	3%	3%	3%	8%	6%	6%	6%	
Total Late Orders - Other Retail	114	148	138	102	110	116	120	150	209	226	224	223	191	224	217	246	342	
Orders late >20 Days - Other Retail	54	59	44	44	49	52	58	57	60	74	107	136	131	129	119	100	96	
% Late Orders - Other Retail ³	21%	25%	23%	17%	18%	17%	19%	21%	28%	29%	28%	29%	26%	29%	26%	28%	35%	
Total Late Orders - Total Retail	399	436	369	277	363	301	268	346	378	385	366	382	364	609	487	563	617	
Orders late >20 Days - Total Retail	88	88	64	59	63	68	75	83	81	95	128	152	150	153	142	122	130	
% Late Orders - Total Retail ³	9%	10%	9%	6%	7%	6%	5%	6%	6%	6%	5%	6%	6%	10%	8%	9%	10%	
LSR																		
Total Late Orders -CB- Number Portability	17	24	23	28	29	28	32	33	32	25	26	13	22	20	18	11	29	
Orders Late >20 Days -CB- Number Portability	0	0	0	1	4	5	4	3	2	1	4	1	5	3	4	3	4	
% Late Orders -CB- Number Portability ³	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	2%	1%	2%	2%	2%	1%	2%	
Total Late Orders - JB -Standalone DL only VZ added	1	6	12	14	3	9	7	7	13	5	6	4	37	46	3	3	5	
Orders Late >20 Days - JB -Standalone DL only VZ added	0	1	0	0	0	0	1	0	0	1	3	0	0	0	0	0	0	
% Late Orders - JB -Standalone DL only VZ added ³	0%	1%	2%	2%	0%	1%	1%	1%	2%	1%	1%	1%	5%	6%	0%	0%	1%	
Total Late Orders - All Other	39	39	37	46	89	49	40	47	52	61	41	43	49	64	40	40	33	
Orders Late >20 Days - All Other	6	4	3	4	5	7	7	3	7	12	12	8	5	7	8	7	8	
% Late Orders - All Other ³	11%	10%	9%	11%	19%	10%	8%	12%	12%	15%	11%	10%	13%	16%	8%	9%	11%	
Total Late Orders	57	69	72	88	121	86	79	87	97	91	73	60	108	130	61	54	67	
Total Orders late >20 Days	6	5	3	4	9	12	12	6	9	14	19	9	10	10	12	10	12	
Total % Late Orders ³	3%	3%	3%	4%	5%	3%	3%	4%	4%	4%	3%	3%	4%	6%	3%	2%	3%	
ASR																		
Total Late Orders	58	61	45	46	44	47	49	41	31	26	36	38	44	62	47	41	60	
Total Orders late >20 Days	33	23	19	19	25	21	17	23	20	18	15	9	10	16	19	15	17	
Total % Late Orders ³	16%	16%	12%	13%	12%	13%	14%	12%	8%	7%	9%	9%	10%	15%	14%	13%	18%	

	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)	
Late Disconnects-This metric is measured on the last day of the week!																		
Retail Total																		
Total Late Disconnect Orders - POTS	37	32	21	41	103	10	5	11	10	15	23	27	24	27	17	8	5	
Orders late >20 Days - POTS	0	0	1	1	3	1	0	0	2	0	0	0	4	9	10	2	1	
% Late Disconnect Orders - POTS ³	14%	11%	6%	10%	24%	4%	2%	3%	3%	5%	7%	9%	7%	10%	6%	3%	1%	
Total Late Disconnect Orders - DSL	142	53	38	40	80	58	18	40	47	34	19	23	13	23	25	24	26	
Orders late >20 Days - DSL	3	2	1	1	0	0	0	0	1	1	1	2	4	4	5	3	3	
% Late Disconnect Orders - DSL ³	56%	25%	20%	19%	33%	24%	9%	16%	16%	14%	8%	8%	4%	10%	10%	8%	8%	
Total Late Disconnect Orders - Other Retail	47	34	25	12	31	8	13	18	25	21	27	31	35	66	39	35	18	
Orders late >20 Days - Other Retail	16	11	7	6	4	2	1	2	7	8	6	6	9	15	14	16	6	
% Late Disconnect Orders - Other Retail ³	32%	27%	18%	10%	23%	8%	13%	16%	17%	13%	14%	17%	15%	35%	25%	17%	15%	
Total Late Disconnect Orders - Total Retail	226	119	84	93	214	76	36	69	82	70	69	81	72	116	81	67	49	
Orders late >20 Days - Total Retail	19	13	9	8	7	3	1	2	10	9	7	8	17	28	29	21	10	
% Late Disconnect Orders - Total Retail ³	34%	19%	13%	13%	27%	12%	6%	10%	10%	9%	9%	10%	8%	16%	12%	8%	6%	
LSR																		
Total Late Disconnect Orders -CB- Number Portability	0	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	0	
% Late Disconnect Orders -CB- Number Portability ³	0%	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	4	11	15	0	1	0	0	0	0	1	2	3	4	4	5	5	
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	0	
% Late Disconnect Orders - JB -Standalone DL only VZ added ³	1%	1%	2%	3%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	
Total Late Disconnect Orders - All Other	9	9	8	8	5	5	6	6	4	3	6	3	5	8	7	5	5	
Orders Late >20 Days - All Other	0	0	2	0	0	0	0	0	2	2	1	1	2	1	1	1	3	
% Late Disconnect Orders - All Other ³	6%	8%	5%	5%	4%	3%	4%	3%	2%	2%	4%	2%	3%	4%	4%	4%	3%	
Total Late Disconnect Orders	11	13	19	23	5	6	6	6	4	3	7	5	8	12	11	10	10	
Total Orders late >20 Days	0	0	2	0	0	0	0	0	2	2	1	1	2	1	1	1	3	
Total Late % Disconnect Orders ³	2%	3%	3%	4%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	2%	
ASR																		
Total Late Disconnect Orders	26	14	10	5	7	5	5	5	8	13	17	15	11	20	17	20	18	
Total Orders late >20 Days	11	6	6	1	2	2	1	2	2	2	2	3	3	5	4	3	12	
Total Late % Disconnect Orders ³	10%	6%	4%	2%	3%	2%	3%	3%	3%	4%	6%	7%	4%	9%	9%	12%	8%	
Billing	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)	
% Bills known to be in Error (excluding format errors)	1.70%	1.70%	1.70%	1.70%	1.80%	1.80%	1.60%	1.10%	1.10%	1.10%	0.90%	0.90%	0.90%	0.90%	0.90%	0.80%	0.70%	
					Mar-11				Apr-11					May-11				
Adjustments percentage ⁴					3.8%				3.8%					2.90%				
% of bills adjusted ⁵					0.9%				0.9%					1.00%				
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)							
05/23/2011 - 05/29/2011	3,907	10,818	8,007	11,217	8,272	3,508	73.75%
05/30/2011 - 06/05/2011	3,508	10,433	7,836	10,905	7,985	3,036	73.22%
06/06/2011 - 06/12/2011	3,036	9,993	7,302	9,948	7,550	3,081	75.89%
06/13/2011 - 06/19/2011	3,081	12,170	9,517	12,330	8,935	2,921	72.47%
06/20/2011 - 06/26/2011	2,921	10,868	8,109	10,726	8,285	3,063	77.24%
LSR - JB							
05/23/2011 - 05/29/2011	308	3,417	2,054	3,324	3,125	401	94.01%
05/30/2011 - 06/05/2011	401	3,303	1,760	3,108	3,010	596	96.85%
06/06/2011 - 06/12/2011	596	3,596	2,190	3,862	3,659	330	94.74%
06/13/2011 - 06/19/2011	330	3,453	2,163	3,591	3,437	192	95.71%
06/20/2011 - 06/26/2011	192	3,456	2,213	3,476	3,413	172	98.19%
LSR - CB							
05/23/2011 - 05/29/2011	6,112	1,059	117	904	628	6,267	69.47%
05/30/2011 - 06/05/2011	6,267	858	88	837	566	6,288	67.62%
06/06/2011 - 06/12/2011	6,288	1,066	130	880	593	6,474	67.39%
06/13/2011 - 06/19/2011	6,474	980	121	879	547	6,575	62.23%
06/20/2011 - 06/26/2011	6,575	1,122	134	883	339	6,814	38.39%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
05/23/2011 - 05/29/2011	315	574	232	646	466	243	72.14%
05/30/2011 - 06/05/2011	243	540	173	511	392	272	76.71%
06/06/2011 - 06/12/2011	272	756	313	697	469	331	67.29%
06/13/2011 - 06/19/2011	331	623	250	746	604	208	80.97%
06/20/2011 - 06/26/2011	208	650	269	674	415	184	61.57%

	Week Ending 5/15/2011	Week Ending 5/22/2011	Week Ending 5/29/2011	Week Ending 6/05/2011	Week Ending 6/12/2011	Week Ending 6/19/2011	Week Ending 6/26/2011
% Retail Total Orders Designed as Flow Through	85.09%	83.99%	82.42%	83.43%	81.64%	83.74%	81.50%
% LSR Total Orders Designed as Flow Through	95.52%	95.28%	95.79%	95.74%	95.78%	94.75%	95.40%

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.

	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Total Orders Completed	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	7,058	6,988	6,709	7,084	6,378	6,140	7,207	6,372
Total Orders Met	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	6,675	6,719	6,387	6,784	6,003	5,873	6,714	6,033
% Orders Met	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%	94.57%	96.15%	95.20%	95.77%	94.12%	95.65%	93.16%	94.68%
Total Not Met Orders	466	367	448	430	387	381	465	544	478	368	431	399	325	344	335	383	269	322	300	375	267	493	339
Not Met Orders - Company Reason	353	288	369	346	302	319	364	412	355	290	329	300	233	259	261	262	168	195	173	252	168	249	155
Not Met Orders - Customer Reason	113	79	79	84	85	62	101	132	123	78	102	99	92	85	74	121	101	127	127	123	99	244	184
% Not Met Orders	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%	5.43%	3.85%	4.80%	4.23%	5.88%	4.35%	6.84%	5.32%
Total Dispatchable Orders	660	787	738	836	846	737	924	814	865	808	744	745	805	726	719	855	828	787	869	787	803	922	846
Total Customer Appointment Orders	138	174	148	202	198	178	217	219	210	203	155	174	152	168	175	231	214	200	192	187	171	203	200
Total Customer Appointment Orders Not Met	26	20	21	39	34	25	43	54	46	29	25	32	11	19	20	41	28	30	24	35	22	38	39
Customer Appointment Orders Not Met-Customer Reason	11	11	12	13	9	4	18	7	16	10	13	9	6	6	10	20	12	13	10	17	10	15	17

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

	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Total Trouble Reports - per 100 lines ¹	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	0.42	0.34	0.46	0.49	0.49	0.53	0.50	0.49
Repeat Report Rate ²	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	0.03	0.05	0.06	0.05	0.06	0.06	0.06	0.06
% repair Commitments met³	86%	86%	78%	69%	74%	74%	81%	86%	86%	87%	89%	83%	88%	88%	90%	90%	78%	88%	89%	90%	87%	87%	85%
% Cleared in 24 hours⁴	67%	69%	64%	62%	67%	63%	67%	75%	69%	66%	68%	67%	71%	71%	76%	74%	63%	74%	73%	74%	71%	70%	73%

PUC Complaints⁵	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Maine																							
Previous Weekly Open	42	44	48	43	51	46	44	38	26	25	25	33	28	25	30	30	28	22	21	23	27	28	29
Total Completed/Removed since Previous Reporting Period	5	3	7	7	8	5	10	15	6	1	2	11	6	4	5	4	11	7	4	2	4	8	2
Total Added since Previous Reporting Period	7	7	2	15	3	3	4	3	5	1	10	6	3	9	5	2	5	6	6	6	5	9	6
Currently Open	44	48	43	51	46	44	38	26	25	25	33	28	25	30	30	28	22	21	23	27	28	29	33
FairPoint Active⁶	27	18	10	20	21	21	13	18	19	27	21	12	15	11	8	6	4	8	8	10	12	15	

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.																							
	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Total Orders Completed	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	4,883	5,326	5,368	4,803	4,366	4,566	5,320	4,869
Total Orders Met	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	4,696	5,112	5,191	4,624	4,186	4,354	4,968	4,629
% Orders Met	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%	96.17%	95.98%	96.70%	96.27%	95.88%	95.36%	93.38%	95.07%
Total Not Met Orders	358	253	264	272	274	352	255	289	312	243	323	247	219	223	390	187	214	177	179	180	212	352	240
Not Met Orders - Company Reason	254	177	199	189	205	293	178	222	235	171	256	177	151	148	349	136	139	120	100	121	154	188	123
Not Met Orders - Customer Reason	104	76	65	83	69	59	77	67	77	72	67	70	68	75	41	51	75	57	79	59	58	164	117
% Not Met Orders	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%	3.83%	4.02%	3.30%	3.73%	4.12%	4.64%	6.62%	4.93%
Total Dispatchable Orders	401	542	479	464	482	383	543	506	571	502	577	566	489	534	479	531	563	577	575	458	525	588	568
Total Customer Appointment Orders	86	128	104	125	136	108	159	151	149	141	152	145	117	167	134	137	159	173	183	127	149	137	162
Total Customer Appointment Orders Not Met	14	13	10	12	17	8	13	14	14	14	9	13	10	21	10	16	10	15	22	21	23	27	24
Customer Appointment Orders Not Met-Customer Reason	4	7	3	6	6	3	7	7	4	10	4	5	3	7	4	4	6	6	12	8	6	9	16
Repair Activity-in the metric trouble reports this represent cumulative count for the weekly metric. This includes all channels and products.																							
	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Total Trouble Reports - per 100 lines ¹	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	0.28	0.27	0.42	0.40	0.36	0.55	0.41	0.40
Repeat Report Rate ²	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	0.03	0.03	0.05	0.04	0.04	0.05	0.06	0.06
% repair appts met ³	84%	91%	86%	77%	81%	81%	86%	88%	89%	91%	91%	86%	91%	90%	92%	95%	79%	92%	92%	92%	92%	86%	90%
% Cleared in 24 hours ⁴	67%	75%	75%	73%	73%	68%	73%	76%	72%	72%	75%	73%	75%	77%	81%	74%	65%	82%	79%	76%	79%	69%	84%
PUC Complaints ⁵																							
New Hampshire																							
Previous Weekly Open	29	31	36	32	34	33	36	36	44	43	37	32	33	30	22	21	18	21	24	29	35	30	27
Total Completed/Removed since Previous Reporting Period	7	11	13	13	17	8	11	8	14	12	16	6	7	18	8	7	6	10	8	3	13	14	14
Total Added since Previous Reporting Period	9	16	9	15	16	11	11	16	13	6	11	7	4	10	7	4	9	13	13	9	8	11	22
Currently Open	31	36	32	34	33	36	36	44	43	37	32	33	30	22	21	18	21	24	29	35	30	27	35
FairPoint Active ⁶	17	25	19	20	20	22	26	36	22	15	18	19	12	12	16	11	13	10	13	21	11	11	23
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.																							

Vermont

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

	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Total Orders Completed	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	3,384	3,091	3,170	2,900	2,618	3,005	3,310	3,000
Total Orders Met	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	3,199	2,946	3,032	2,741	2,352	2,723	2,909	2,741
% Orders Met	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%	94.53%	95.31%	95.65%	94.52%	89.84%	90.62%	87.89%	91.37%
Total Not Met Orders	264	185	182	181	143	243	214	243	231	182	203	168	171	172	255	185	145	138	159	266	282	401	259
Not Met Orders - Company Reason	201	143	138	144	112	204	174	196	174	150	164	126	124	122	217	136	95	86	114	222	239	280	185
Not Met Orders - Customer Reason	63	42	44	37	31	39	40	47	57	32	39	42	47	50	38	49	50	52	45	44	43	121	74
% Not Met Orders	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%	5.47%	4.69%	4.35%	5.48%	10.16%	9.38%	12.11%	8.63%
Total Dispatchable Orders	343	329	330	328	342	297	363	329	321	370	328	353	335	350	342	382	395	396	439	296	484	551	524
Total Customer Appointment Orders	53	28	57	63	72	65	57	63	44	60	57	76	48	69	61	78	69	62	102	48	104	126	128
Total Customer Appointment Orders Not Met	8	2	5	12	7	17	11	19	12	7	5	11	6	6	14	14	13	7	21	20	49	66	44
Customer Appointment Orders Not Met-Customer Reason	3	1	1	2	0	3	4	2	6	3	4	5	3	4	3	5	6	1	5	2	5	5	5

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

	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
Total Trouble Reports - per 100 lines¹	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	0.36	0.36	0.56	0.81	0.71	0.68	0.60	0.52
Repeat Report Rate²	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	0.05	0.04	0.06	0.09	0.09	0.10	0.09	0.08
% repair appts met³	88%	87%	83%	78%	79%	77%	81%	80%	85%	85%	86%	81%	89%	87%	86%	89%	80%	87%	84%	74%	81%	79%	84%
% Cleared in 24 hours⁴	67%	72%	66%	67%	69%	61%	70%	64%	68%	65%	67%	71%	75%	73%	74%	71%	67%	72%	67%	43%	63%	56%	74%

	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)	5/2-5/8 (2011)	5/9-5/15 (2011)	5/16-5/22 (2011)	5/23-5/29 (2011)	5/30-6/5 (2011)	6/6-6/12 (2011)	6/13-6/19 (2011)	6/20-6/26 (2011)
PUC Complaints⁵																							
Vermont																							
Previous Weekly Open	133	135	139	115	118	115	102	107	97	82	85	88	94	106	111	106	118	95	104	105	108	115	126
Total Completed/Removed since Previous Reporting Period	13	15	41	13	11	28	6	20	32	6	6	8	8	11	16	4	33	4	12	6	12	10	22
Total Added since Previous Reporting Period	15	19	17	16	8	15	11	10	17	9	9	14	20	16	11	16	10	13	13	9	19	21	18
Currently Open	135	139	115	118	115	102	107	97	82	85	88	94	106	111	106	118	95	104	105	108	115	126	122
FairPoint Active⁶	47	50	47	41	35	42	45	37	39	36	36	40	48	43	32	37	35	35	35	36	42	53	50

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

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