Kevin M. Shea
Vice President
Government Relations NH
900 Elm Street, Suite 1922
Manchester, NH 03101
603-641-1667

January 20, 2010

Kathryn M. Bailey, PE
Telecommunications Division Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301

- *RECEIPT* -

Dear Kate:

In accordance with the Commission's Electronic Report Filing (ERF) program, FairPoint Communications - NNE has electronically filed the Quality of Service report for December 2009 and is also filling the attached paper copy.

Below are changes that FairPoint will be making to the SQI metric as discussed in our meeting with the Commission Staff on December 4, 2009.

Metrics 1-7

- Metric 1, we will measure the average time to install for POTS dial tone, premise.
- Metric 2, we will measure the average time to install for POTS dial tone, Mechanized.
- Metric 3, we will measure the average time to install for POTS dial tone, combined premise and mechanized.
- Metric 6, we will measure the average time to install for DSL, combined premise and mechanized.
- Metric 4 & 5 will not be reported as discussed during the meeting, it does not make sense to try and break out DSL into premise and mechanized.
- Metric 7, we will continue to measure % Met commitment for POTS, combined premise and mechanized. Restatement: will be done for Feb – Oct 2009 months in the February – March time frame, see Note 1 below.

The average time to install will be measured as the times from order creation to completion of the installation work, with the order create date counted as day 0.
The % met commitment will be measure as the committed date (due date) vs. the completion of the installation work.
We expect to be able to start reporting metrics 1,2,3 and 6 for the February data month. The first time that they will be reported will be when the February SQI report is released in March. We will be able to restate and report the Jan metrics when the restatement process is complete – in the Feb-Mar time frame.

Metric 8

- Metric 8, % Installation Appointments Met w/in 30 days.

The data as reported in 2009 has no value. The create date that was being used as the starting point of the day count is not valid.
Restatement: Results will be good for December. No restatement of prior months for this metric, due to a new data field being sourced.

NHPUC JAN21 '10 PM 2:09

Metric 13, 25, & 26

- Metric 13, Customer trouble report – rate per 100 lines Network
- Metric 25, Repeat Trouble Report
- Metric 26, Access Lines in Service.

Results adjusted, see note 1 below.
ISSUE WITH CURRENT MONTH DENOMINATOR – NOV 09
Restatement: Feb – Nov will be done in the Feb – Mar time frame.

Metric 14

- Metric 14, % OOS Troubles cleared w/in 24 hours (excluding Sundays)

Results adjusted, see note 1 below.
November data uses the correct logic for identifying the out of service logic. There is still an issue with understanding the Cleared Time of the tickets.
Restatement: With corrected Cleared Time logic, the results for December will be correct. This metric will be restated for May, July & August.

Metric 18, 19, 20 & 27

- Metric 18, Held Orders - Average Delay Days.
- Metric 19, Total Held Orders on Hand Month End.
- Metric 20, Average Delay days for Installation of Service.
- Metric 27, Held Orders Over 30 Days Due to Facilities Reasons.

Results adjusted, see note 1 below.
There is a known code issue for these metrics that is expected to be corrected at the end of December. Restatement: With corrected logic, the results

FairPoint reserves its right to argue that the proceedings requiring this report are stayed or should be stayed and to seek appropriate relief with the Bankruptcy Court.

Please call if you have any questions.

Sincerely,

Kevin M. Shea

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Peter Nixon
Janet Brack
Karen Mead
Michael Morrissey
Brian Lippold

FairPoint Communications - NNE

New Hampshire SQI Results

December 2009

			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
1	POTs Premise Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	TBD													
2	POTs Mechanized Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	TBD													
3	POTs Combined Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	TBD													
4	DSL Premise Installation - % Aptmts	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Basline	TBD													
5	DSL Mechanized Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	TBD													
6	DSL Combined Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	TBD													
7	% Installation Services Orders	2007	97	98	97	97	97	97	97	97	97	98	98	98	
	Met Commitment	YTD	97	98	97	97	97	97	97	97	97	97	97	97	97
		2008	97	97	98	99	99	99	98	97	98	99	98	97	
		YTD	97	97	97	98	98	98	98	98	98	98	98	98	98
		2009	98	45	46	62	75	78	74	75	79	83	84	92	
		YTD	98	72	63	63	65	67	68	69	70	72	73	74	74
	Baseline	90													
	Baseline - Penalty Calculation	10	2	28	37	37	35	33	32	31	30	28	27	26	26

8	% Installation Service Orders	2007	0	0	0	0	0	0	0	0	0	0	0	0	
	Met - w/in 30 days	YTD	0	0	0	0	0	0	0	0	0	0	0	0	0
		2008	0	0	0	0	0	0	0	0	0	0	0	0	
		YTD	0	0	0	0	0	0	0	0	0	0	0	0	0
		2009	n/a	0	53	75	76	63	69	70	77	84	84	100	
		YTD	n/a	0	27	43	51	54	56	58	61	63	65	68	68
	Baseline	95													
	Baseline - Penalty Calculation	5	n/a	100	73	57	49	46	44	42	39	37	35	32	32
9	% Toll and Local Assistance	2007	97	96	94	96	94	95	95	94	96	94	94	95	
	Operator Calls answered within	YTD	97	97	96	96	95	95	95	95	95	95	95	95	95
	10 seconds	2008	97	97	95	98	98	97	96	97	98	99	98	96	
		YTD	97	97	96	97	97	97	97	97	97	97	97	97	97
		2009	97	93	95	96	92	90	91	92	93	94	96	95	
		YTD	97	95	95	95	95	94	93	93	93	93	94	94	94
	Baseline	90													
	Baseline - Penalty Calculation	10	3	5	5	5	5	6	7	7	7	7	6	6	6
10	% Directory Assistance and Intercept	2007	93	94	90	91	90	88	92	96	95	95	95	93	
	Calls answered within	YTD	93	94	92	92	92	91	91	92	92	92	93	93	93
	10 seconds	2008	92	93	95	96	98	98	97	100	100	100	100	99	
		YTD	92	93	93	94	95	95	96	96	97	97	97	97	97
		2009	100	82	92	92	91	86	85	89	90	93	93	91	
		YTD	100	91	91	92	91	91	90	90	90	90	90	90	90
	Baseline	85													
	Baseline - Penalty Calculation	15	0	9	9	8	9	9	10	10	10	10	10	10	10
11	% Repair Service Calls answered within	2007	86	87	88	85	86	86	86	87	87	86	90	89	
	20 seconds	YTD	86	87	87	87	86	86	86	86	86	86	87	87	87
		2008	88	87	89	93	92	85	80	85	94	92	91	57	
		YTD	88	88	88	89	90	89	88	87	88	89	89	86	86
		2009	81	25	30	26	31	51	30	68	91	96	93	93	
		YTD	81	53	45	41	39	41	39	43	48	53	57	60	60
	Baseline	85													
	Baseline - Penalty Calculation	15	19	47	55	59	61	59	61	57	52	47	43	40	40
12	% Business Office and Other Calls	2007	75	75	76	74	68	65	65	72	67	62	65	58	
	Answered within 20 seconds	YTD	75	75	75	75	74	72	71	71	71	70	69	69	69
		2008	62	74	66	56	49	69	75	93	86	89	77	75	
		YTD	62	68	67	65	61	63	64	68	70	72	72	73	73
		2009	87	55	16	45	72	72	73	84	77	85	85	94	
		YTD	87	71	53	51	55	58	60	63	65	67	68	70	70
	Baseline	77													
	Baseline - Penalty Calculation	23	13	29	47	49	45	42	40	37	35	33	32	30	30

13	Customer Trouble Reports	2007	1.47	0.71	1.16	2.51	1.53	1.73	1.80	1.50	1.30	1.51	0.94	0.85	
	Rate per 100 lines-Network	YTD	1.47	1.09	1.11	1.46	1.48	1.52	1.56	1.55	1.52	1.52	1.47	1.42	1.42
		2008	0.85	1.38	1.11	1.00	0.93	1.56	1.97	1.83	1.30	1.28	1.11	3.34	
		YTD	0.85	1.12	1.11	1.09	1.05	1.14	1.26	1.33	1.33	1.32	1.30	1.47	1.47
		2009	1.60	0.64	1.13	1.11	1.12	1.46	1.61	1.80	1.18	1.27	0.96	1.16	
		YTD	1.60	1.12	1.12	1.12	1.12	1.18	1.24	1.31	1.29	1.29	1.26	1.25	1.25
	Baseline	1.25													
14	% OOS Troubles cleared within	2007	68	83	70	48	60	67	65	69	69	73	76	79	
	24 hours (excluding Sunday)	YTD	68	76	74	67	66	66	66	66	67	67	68	69	69
		2008	66	70	80	86	85	77	65	62	77	74	79	42	
		YTD	66	68	72	76	77	77	76	74	74	74	75	72	72
		2009	62	98	94	99	100	99	100	100	76	73	77	76	
		YTD	62	80	84	88	90	92	93	94	92	90	89	88	88
		80													
	Baseline - Penalty Calculation	20	38	20	16	12	10	8	7	6	8	10	11	12	12
15	% Repair Commitments Met	2007	77	86	77	69	76	81	81	81	79	81	86	83	
		YTD	77	82	80	77	77	78	78	79	79	79	79	80	80
		2008	81	79	86	89	88	87	82	80	85	85	87	62	
		YTD	81	80	82	84	85	85	85	84	84	84	84	83	83
		2009	77	10	75	81	83	82	86	86	91	89	91	89	
		YTD	77	44	54	61	65	68	71	72	74	76	77	78	78
		85													
	Baseline - Penalty Calculation	15	23	56	46	39	35	32	29	28	26	24	23	22	22
16	% Dialtone Speed within 3 seconds	2007	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2008	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2009	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	
		YTD	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	100
		98													
	Baseline - Penalty Calculation	2	n/a	n/a	n/a	0	0	0	0	0	0	0	0	0	0
17	% Call Completion	2007	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2008	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2009	n/a	n/a	n/a	98.13	97.23	98.00	97.70	97.50	100.00	98.00	98.00	97.90	
		YTD	n/a	n/a	n/a	98.13	97.68	97.79	97.77	97.71	98.09	98.08	98.07	98.05	98
		97													
	Baseline - Penalty Calculation	3	n/a	n/a	n/a	2	2	2	2	2	2	2	2	2	2
18	Held Orders	2007	12.40	7.79	10.43	6.67	5.53	6.02	3.83	5.54	13.18	6.15	10.00	10.30	
	Average Total Delay Days	YTD	12.40	10.10	10.21	9.32	8.56	8.14	7.52	7.28	7.93	7.75	7.96	8.15	8.15
		2008	8.78	8.36	13.66	4.05	8.07	9.54	5.80	6.78	11.88	8.15	6.46	2.90	
		YTD	8.78	8.57	10.27	8.71	8.58	8.74	8.32	8.13	8.55	8.51	8.32	7.87	7.87
		2009	n/a	2.73	4.74	7.99	14.60	0.00	0.00	0.00	26.10	24.25	20.70	13.30	
		YTD	n/a	2.73	3.74	5.15	7.52	6.01	5.01	4.29	7.02	8.93	10.11	10.40	10.40
	Baseline	7.18													
19	Tracking Only														
	Total Held Orders on Hand	2007	41	19	22	18	30	24	19	37	29	25	32	27	
	Month End	YTD	41	30	27	25	26	26	25	26	27	26	27	27	27
		2008	17	15	12	14	11	14	14	13	25	11	8	19	
		YTD	17	16	15	15	14	14	14	14	15	15	14	14	14
		2009	9	424	6,511	9,620	3,060	0	0	0	42	3	5	11	
		YTD	9	217	2,315	4,141	3,925	3,271	2,803	2,453	2,185	1,967	1,789	1,640	1,640

20															
	Average Delay Days for Installation	2007	12.99	8.53	8.74	14.92	8.50	5.48	5.54	13.45	23.04	20.63	13.41	10.34	
	of Service	YTD	12.99	10.76	10.09	11.30	10.74	9.86	9.24	9.77	11.24	12.18	12.29	12.13	12.13
		2008	8.69	10.55	12.63	6.54	11.78	10.38	6.28	10.84	14.73	15.92	8.42	6.04	
		YTD	8.69	9.62	10.62	9.60	10.04	10.10	9.55	9.71	10.27	10.83	10.61	10.23	10.23
		2009	6.97	2.71	4.69	7.61	13.00	11.40	9.30	7.10	9.30	7.10	2.90	3.80	
		YTD	6.97	4.84	4.79	5.50	7.00	7.73	7.95	7.85	8.01	7.92	7.46	7.16	7.16
21															
	Number of Installation Orders	2007	20,603	16,221	16,617	17,348	21,925	17,922	15,933	14,847	13,358	18,282	13,756	10,376	
		YTD	20,603	36,824	53,441	70,789	92,714	110,636	126,569	141,416	154,774	173,056	186,812	197,188	197,188
		2008	12,721	9,451	9,426	12,868	16,676	13,722	11,628	10,561	12,549	16,137	12,068	11,274	
		YTD	12,721	22,172	31,598	44,466	61,142	74,864	86,492	97,053	109,602	125,739	137,807	149,081	149,081
		2009	10,944	400	21,470	21,685	20,471	21,274	18,381	22,019	25,688	19,910	11,195	6,540	
		YTD	10,944	11,344	32,814	54,499	74,970	96,244	114,625	136,644	162,332	182,242	193,437	199,977	199,977
22															
	Number of Access Lines Installed	2007	6,400	5,501	5,719	5,604	6,838	8,331	6,114	6,776	5,020	5,510	4,691	4,145	
		YTD	6,400	11,901	17,620	23,224	30,062	38,393	44,507	51,283	56,303	61,813	66,504	70,649	70,649
		2008	4,805	3,960	3,896	3,967	3,882	4,370	4,287	4,344	4,691	4,426	4,067	2,991	
		YTD	4,805	8,765	12,661	16,628	20,510	24,880	29,167	33,511	38,202	42,628	46,695	49,686	49,686
		2009	3,482	380	15,190	19,749	4,483	2,167	2,052	2,541	2,607	2,712	1,504	1,580	
		YTD	3,482	3,862	19,052	38,801	43,284	45,451	47,503	50,044	52,651	55,363	56,867	58,447	58,447
23															
	% Abandoned Repair Calls	2007	1.8	1..7	1.8	1.5	1.2	1.3	1.4	1.3	1.3	1.4	1.2	1.2	
		YTD	1.8	1.8	1.8	1.7	1.6	1.5	1.5	1.5	1.5	1.4	1.4	1.4	1.4
		2008	1.2	1.4	1.1	1.4	1.3	1.6	1.4	1.5	1.6	1.1	1.2	1.6	
		YTD	1.2	1.3	1.2	1.3	1.3	1.3	1.3	1.4	1.4	1.4	1.3	1.4	1.4
		2009	1.4	25.4	26.2	17.8	15.8	10.7	23.6	6.0	1.2	0.6	1.0	0.7	
		YTD	1.4	13.4	17.6	17.7	17.3	16.2	17.3	15.8	14.2	12.9	11.8	10.9	10.9
24															
	Mean Time to Repair	2007	23.52	17.57	21.92	44.80	32.02	24.27	24.67	22.83	23.57	21.58	19.90	18.33	
	All Service Problems	YTD	23.52	20.55	21.00	26.95	27.97	27.35	26.97	26.45	26.13	25.68	25.15	24.58	24.58
		2008	20.00	21.11	18.58	16.23	17.04	20.25	24.02	25.71	21.63	20.26	19.37	54.13	
		YTD	20.00	20.56	19.90	18.98	18.59	18.87	19.60	20.37	20.51	20.48	20.38	23.19	23.19
		2009	33.22	24.80	52.00	33.70	29.80	30.70	28.70	25.50	23.60	24.50	23.90	22.20	
		YTD	33.22	24.80	38.40	36.83	35.08	34.20	33.28	32.17	31.10	30.37	29.72	29.04	29.04
25															
	# Repeat Trouble Reports	2007	882	490	986	1,619	1,436	1,399	1,341	1,114	1,017	1,114	502	518	
		YTD	882	1,372	2,358	3,977	5,413	6,812	8,153	9,267	10,284	11,398	11,900	12,418	12,418
		2008	622	799	789	587	471	879	1,186	1,316	754	743	630	1,587	
		YTD	622	1,421	2,210	2,797	3,268	4,147	5,333	6,649	7,403	8,146	8,776	10,363	10,363
		2009	n/a	129	347	338	339	516	602	620	637	647	395	475	
		YTD	n/a	129	476	814	1,153	1,669	2,271	2,891	3,528	4,175	4,570	5,045	5,045
26															
	Access Lines in Service	2007	574,769	571,410	567,321	563,110	559,298	555,035	550,606	545,442	507,777	503,613	498,370	493,595	540,862
		2008	488,109	482,104	477,012	470,222	464,350	456,916	450,231	443,725	438,005	432,001	427,079	421,862	454,301
		2009	415,671	358,314	386,153	379,243	375,331	366,836	360,244	353,995	343,970	337,499	298,431	293,404	355,758
27															
	Held Orders over 30 Days	2007	1	1	1	0	2	0	1	4	4	2	2	4	2
		2008	1	2	2	1	2	0	2	2	3	2	2	4	2
		2009	3	0	512	2,169	412	0	0	0	0	1	4	7	
		YTD	3	2	172	671	619	619	619	619	619	310	282	259	259

ntral Offices with
stomer Trouble Reports > 2.5

Part 2009 & Remaining of 2008 report

Attachment 1
Item 12a

Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Fitzwilliam		Candia	Barrington	Candia	Alstead	Bartlett	Belmont	Fitzwilliam	Fitzwilliam	Colebrook	Bedford
		Canaan	Candia	Epping	Atkinson	Belmont	Center Ossipee	Franconia	Hampstead	Groveton	Bethlehem
		Raymond	Fitzwilliam	Errol	Bristol	Canaan	Center Sandwich	Lyme	Hanover	Jefferson	Colebrook
		Rumney	Newmarket	Fitzwilliam	Danbury	Center Harbor	Danbury	Milan	Jefferson	Kingston	Franconia
		Waterville Valley	Rindge	Marlow	Deerfield	Center Sandwich	Dublin		Lancaster	Lancaster	Jefferson
			Sanbornville		Epsom	Colebrook	Errol		Lyme	Lyme	Lyme
					Fitzwilliam	Deerfield	Fitzwilliam		Milan	Marlboro	Pittsburg
					Kingston	Dublin	Franconia		Rumney	Twin Mountain	Rumney
					Littleton	Durham	Hancock		Winchester	West Stewartstown	Sunapee
					Lyme	Fitzwilliam	Hanover				Twin Mountain
					Marlow	Goffstown	Harrisville				Whitfield
					North Stratford	Jefferson	Lancaster				
					Raymond	Kingston	Marlow				
					Sunapee	Lyme	Merrimack				
					West Stewartstown	Madison	Milan				
						Marlow	Milton				
						Milton Mills	Newport				
						Newmarket	North Haverhill				
						Northwood	Pittsburg				
						Rindge	Rye Beach				
						Rye Beach	Sanbornville				
						Sanbornville	Sunapee				
						Spofford	Whitefield				
						Warren					
						Winchester					

ld Orders > 30 days										Attachment 2	
			2009 & REMAINING OF 2008 REPORT							Item 4	
Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Exeter			Newport	Hanover						Plaistow	Plaistow
Portsmouth										Sunapee	
Walpole										Walpole	
										Whitfield	