

FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer														Goals
	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)	Goals
% Abandon ¹	3%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	5%
Average Speed of Answer in Seconds	36	2	2	2	3	6	9	3	3	4	3	4	5	
Svc Level ²	72%	98%	99%	98%	96%	92%	90%	96%	97%	97%	97%	97%	96%	75%
SSBC - Small Business														Goals
	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)	Goals
% Abandon ¹	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	14	13	6	5	14	14	13	14	6	8	10	7	6	
Svc Level ²	85%	87%	95%	94%	85%	86%	86%	82%	93%	94%	89%	91%	94%	75%
Repair (RRC)														Goals
	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)	Goals
% Abandon ¹	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	20%	
Average Speed of Answer in Seconds	7	15	7	9	16	4	4	5	4	2	2	3	113	
Svc Level ²	92%	92%	97%	94%	87%	91%	98%	97%	96%	99%	100%	97%	48%	80%
Collections														Goals
	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)	Goals
% Abandon ¹	2%	1%	1%	0%	1%	1%	1%	1%	2%	6%	5%	9%	13%	5%
Average Speed of Answer in Seconds	19	8	7	3	9	13	9	9	19	54	47	115	25	20
Svc Level ²	77%	90%	93%	98%	89%	88%	88%	89%	80%	58%	65%	42%	71%	80%
Late Order Metrics - This metric is measured on the last day of the weekly period ^{6,7}														Goals
	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)	Goals
Retail Total														
Total Late Orders - POTS	291	276	254	249	236	264	230	238	223	250	183	209	238	
Orders late >20 Days - POTS	139	150	130	129	133	127	105	106	96	102	87	100	95	
% Late Orders - POTS ³	18%	19%	18%	19%	19%	20%	18%	18%	15%	20%	16%	17%	20%	
Total Late Orders - DSL	480	518	421	486	597	758	698	516	401	320	310	340	388	
Orders late >20 Days - DSL	104	125	106	105	127	147	129	109	99	89	82	88	78	
% Late Orders - DSL ³	21%	23%	20%	25%	25%	30%	31%	24%	20%	17%	18%	19%	21%	
Total Late Orders - Other Retail	199	189	232	223	228	232	203	199	220	174	174	179	193	
Orders late >20 Days - Other Retail	118	117	118	127	143	147	109	101	105	90	94	94	105	
% Late Orders - Other Retail ³	29%	26%	34%	34%	36%	32%	30%	30%	24%	32%	39%	38%	37%	
Total Late Orders - Total Retail	970	983	907	958	1,061	1,254	1,131	953	844	744	667	728	819	
Orders late >20 Days - Total Retail	361	392	354	361	403	421	343	316	300	281	263	282	278	
% Late Orders - Total Retail ³	21%	22%	22%	25%	25%	27%	26%	23%	19%	20%	20%	21%	23%	
LSR														
Total Late Orders -CB- Number Portability	536	508	496	494	502	556	503	254	309	469	547	589	484	
Orders Late >20 Days -CB- Number Portability	325	327	326	334	356	358	333	105	88	91	87	137	266	
% Late Orders -CB- Number Portability ³	19%	19%	21%	23%	23%	23%	20%	11%	13%	16%	18%	19%	19%	
Total Late Orders - JB -Standalone DL only VZ added	20	26	37	30	7	10	63	8	8	12	16	15	18	
Orders Late >20 Days - JB -Standalone DL only VZ added	14	14	13	5	4	4	3	2	3	3	2	2	4	
% Late Orders - JB -Standalone DL only VZ added ³	2%	2%	4%	5%	2%	2%	14%	1%	1%	1%	3%	1%	2%	
Total Late Orders - All Other	398	321	296	310	355	371	329	152	226	221	161	173	178	
Orders Late >20 Days - All Other	176	177	168	180	195	199	169	45	34	52	37	48	59	
% Late Orders - All Other ³	42%	42%	41%	44%	53%	48%	49%	26%	42%	35%	31%	34%	35%	
Total Late Orders	954	855	829	834	864	937	895	414	543	702	724	777	680	
Total Orders late >20 Days	515	518	507	519	555	561	505	152	125	146	126	187	329	
Total % Late Orders ³	20%	18%	21%	24%	26%	24%	25%	11%	14%	16%	17%	17%	16%	
ASR														
Total Late Orders	384	380	438	434	411	366	293	320	312	278	328	333	326	
Total Orders late >20 Days	225	228	244	265	283	287	202	189	173	178	182	177	177	
Total % Late Orders ³	36%	39%	43%	43%	44%	41%	35%	36%	36%	31%	38%	39%	35%	

	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Late Disconnects-This metric is measured on the last day of the weekly period⁷													
Retail Total													
Total Late Disconnect Orders - POTS	48	52	45	49	65	53	28	27	21	21	13	19	26
Orders late >20 Days - POTS	34	33	34	37	33	28	20	20	11	9	6	9	10
% Late Disconnect Orders - POTS ³	24%	23%	24%	23%	38%	31%	18%	14%	12%	15%	9%	9%	15%
Total Late Disconnect Orders - DSL	275	217	210	231	310	276	229	344	162	160	191	317	374
Orders late >20 Days - DSL	91	90	87	87	94	42	28	27	29	25	24	27	26
% Late Disconnect Orders - DSL ³	65%	56%	55%	56%	67%	63%	59%	67%	46%	55%	57%	67%	68%
Total Late Disconnect Orders - Other Retail	229	214	214	219	261	207	192	172	168	168	148	150	153
Orders late >20 Days - Other Retail	175	164	165	161	161	143	116	105	103	93	82	83	93
% Late Disconnect Orders - Other Retail ³	48%	53%	44%	55%	70%	69%	68%	60%	52%	59%	52%	47%	41%
Total Late Disconnect Orders - Total Retail	552	483	469	499	636	536	449	543	351	349	352	486	553
Orders late >20 Days - Total Retail	300	287	286	285	288	213	164	152	143	127	112	119	129
% Late Disconnect Orders - Total Retail ³	50%	47%	44%	49%	63%	59%	54%	55%	42%	48%	46%	48%	51%
LSR													
Total Late Disconnect Orders -CB- Number Portability	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
% Late Disconnect Orders -CB- Number Portability ³	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total Late Disconnect Orders - JB -Standalone DL only VZ added	21	25	20	9	5	6	7	1	4	4	7	6	6
Orders Late >20 Days - JB -Standalone DL only VZ added	20	20	18	3	3	4	2	0	0	0	0	0	0
% Late Disconnect Orders -JB -Standalone DL only VZ added ³	5%	8%	4%	3%	2%	2%	3%	0%	1%	1%	3%	1%	1%
Total Late Disconnect Orders - All Other	77	81	192	122	124	93	222	242	169	191	164	104	105
Orders Late >20 Days - All Other	32	32	32	33	33	35	33	6	7	39	18	15	20
% Late Disconnect Orders - All Other ³	31%	29%	58%	51%	52%	21%	38%	54%	43%	49%	47%	48%	35%
Total Late Disconnect Orders	98	106	212	131	129	99	229	243	173	195	171	110	111
Total Orders late >20 Days	52	52	50	36	36	39	35	6	7	39	18	15	20
Total Late % Disconnect Orders ³	15%	18%	27%	25%	25%	12%	28%	25%	19%	22%	29%	14%	11%
ASR													
Total Late Disconnect Orders	204	187	225	229	181	185	119	143	161	128	156	169	136
Total Orders late >20 Days	126	121	133	141	141	152	96	90	71	83	85	92	100
Total Late % Disconnect Orders ³	37%	37%	44%	44%	39%	35%	26%	29%	33%	27%	37%	41%	27%

	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-1/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Billing	3.60%	2.00%	1.80%	2.60%	2.70%	2.70%	6.00%	2.60%	3.00%	2.80%	2.60%	2.60%	2.60%
% Bills known to be in Error (excluding format errors)													
	Nov-09				Dec-09				Jan-10				
Adjustments percentage ⁴	2.93%				3.05%				3.35%				
% of bills adjusted ⁵	4.05%				4.04%				1.21%				

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)							
01/25/2010 - 01/31/2010	1,742	10,876	9,149	11,031	9,026	1,587	81.82%
02/01/2010 - 02/07/2010	1,587	11,287	9,623	11,306	9,261	1,568	81.91%
02/08/2010 - 02/14/2010	1,568	11,111	9,495	11,087	8,964	1,592	80.85%
02/15/2010 - 02/21/2010	1,592	11,723	10,108	11,555	9,818	1,760	84.97%
02/22/2010 - 02/28/2010	1,760	9,832	8,168	9,836	7,740	1,756	78.69%
LSR - JB							
01/25/2010 - 01/31/2010	1,032	2,787	1,656	2,732	2,646	1,087	96.85%
02/01/2010 - 02/07/2010	1,087	2,680	1,541	2,665	2,625	1,102	98.50%
02/08/2010 - 02/14/2010	1,102	3,252	2,029	3,718	3,667	636	98.63%
02/15/2010 - 02/21/2010	636	3,412	2,004	2,574	2,523	1,474	98.02%
02/22/2010 - 02/28/2010	1,474	3,704	2,194	3,700	3,578	1,478	96.70%
LSR - CB							
01/25/2010 - 01/31/2010	1,944	1,689	143	1,721	1,219	1,912	70.83%
02/01/2010 - 02/07/2010	1,912	1,979	166	1,727	1,301	2,164	75.33%
02/08/2010 - 02/14/2010	2,164	1,834	145	1,677	1,210	2,321	72.15%
02/15/2010 - 02/21/2010	2,321	1,510	135	1,524	1,059	2,307	69.49%
02/22/2010 - 02/28/2010	2,307	1,629	169	1,805	1,158	2,131	64.16%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
01/25/2010 - 01/31/2010	542	769	363	886	649	425	73.25%
02/01/2010 - 02/07/2010	425	716	305	724	551	417	76.10%
02/08/2010 - 02/14/2010	417	777	342	867	648	327	74.74%
02/15/2010 - 02/21/2010	327	570	259	683	485	214	71.01%
02/22/2010 - 02/28/2010	214	744	356	697	450	261	64.56%

	Week Ending 01/24/2010	Week Ending 01/31/2010	Week Ending 02/07/2010	Week Ending 02/14/2010	Week Ending 02/21/2010	Week Ending 02/28/2010
% Retail Total Orders Designed as Flow Through	80.88%	82.62%	83.77%	83.12%	85.14%	80.36%
% LSR Total Orders Designed as Flow Through	95.20%	95.12%	94.95%	95.74%	96.19%	96.38%

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.

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Total Orders Completed	6,623	5,177	6,167	6,268	5,228	3,275	3,481	7,302	4,928	4,572	6,266	5,785	8,329	4,736	6,083
Total Orders Met	5,825	4,692	5,400	5,631	4,421	2,761	3,049	6,703	4,209	3,887	5,689	5,265	7,353	4,191	5,124
% Orders Met	87.95%	90.63%	87.56%	89.84%	84.56%	84.31%	87.59%	91.80%	85.41%	85.02%	90.79%	91.01%	88.28%	88.50%	84.23%
Total Not Met Orders	798	485	767	637	807	514	432	599	719	685	577	520	976	545	959
Not Met Orders - Company Reason	760	463	735	605	764	483	406	563	685	646	538	493	940	514	922
Not Met Orders - Customer Reason	38	22	32	32	43	31	26	36	34	39	39	27	36	31	37
% Not Met Orders	12.05%	9.37%	12.44%	10.16%	15.44%	15.69%	12.41%	8.20%	14.59%	14.98%	9.21%	8.99%	11.72%	11.50%	15.77%
Total Dispatchable Orders	543	323	596	623	617	380	356	528	615	545	537	533	550	461	499
Total Customer Appointment Orders	111	60	125	156	146	92	78	141	151	131	145	137	151	128	117
Total Customer Appointment Orders Not Met	18	15	22	24	29	21	14	39	19	22	22	16	16	15	18
Customer Appointment Orders Not Met-Customer Reason	5	1	1	3	4	3	4	5	2	6	6	0	4	1	2

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

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Total Trouble Reports - per 100 lines ¹	0.33	0.30	0.36	0.35	0.33	0.22	0.38	0.38	0.31	0.27	0.50	0.31	0.29	0.23	0.57
Repeat Report Rate ²	0.05	0.03	0.05	0.04	0.04	0.03	0.04	0.05	0.05	0.04	0.06	0.04	0.04	0.03	0.05
% repair Commitments met³	73%	72%	72%	76%	75%	88%	88%	86%	84%	88%	88%	87%	87%	87%	88%
% Cleared in 24 hours⁴	57%	47%	51%	54%	57%	69%	54%	58%	69%	62%	66%	70%	77%	78%	69%

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
PUC Complaints⁵															
Maine															
Previous Weekly Open	80	68	77	65	25	24	24	26	33	32	35	47	47	51	41
Total Completed/Removed since Previous Reporting Period	22	5	32	42	23	10	13	15	16	11	15	18	15	25	24
Total Added since Previous Reporting Period	10	14	20	2	22	10	15	22	15	14	27	18	19	15	23
Currently Open	68	77	65	25	24	24	26	33	32	35	47	47	51	41	40
FairPoint Active⁶	62	82	62	53	17	16	17	24	26	20	21	26	28	22	28

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.

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Total Orders Completed	5,495	3,177	5,138	4,731	5,984	3,517	3,442	4,491	5,752	5,123	5,738	6,715	4,805	8,559	6,114
Total Orders Met	4,720	2,706	4,431	4,078	5,264	2,991	3,031	3,893	4,967	4,500	5,210	6,228	4,229	7,479	5,446
% Orders Met	85.90%	85.17%	86.24%	86.20%	87.97%	85.04%	88.06%	86.68%	86.35%	87.84%	90.80%	92.75%	88.01%	87.38%	89.07%
Total Not Met Orders	775	471	707	653	720	526	411	598	785	623	528	487	576	1,080	668
Not Met Orders - Company Reason	742	439	675	614	685	500	379	545	733	585	497	445	545	1,025	633
Not Met Orders - Customer Reason	33	32	32	39	35	26	32	53	52	38	31	42	31	55	35
% Not Met Orders	14.10%	14.83%	13.76%	13.80%	12.03%	14.96%	11.94%	13.32%	13.65%	12.16%	9.20%	7.25%	11.99%	12.62%	10.93%
Total Dispatchable Orders	468	278	453	452	413	295	285	410	459	383	383	456	427	356	388
Total Customer Appointment Orders	93	50	77	92	100	63	72	116	138	89	84	112	105	71	81
Total Customer Appointment Orders Not Met	13	2	9	16	20	22	14	27	36	23	12	17	17	15	15
Customer Appointment Orders Not Met-Customer Reason	0	0	0	2	2	1	0	5	6	5	2	5	3	6	2

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

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Total Trouble Reports - per 100 lines¹	0.33	0.34	0.40	0.39	0.30	0.24	0.30	0.29	0.24	0.30	0.40	0.24	0.24	0.24	0.82
Repeat Report Rate²	0.03	0.03	0.05	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.05	0.03	0.03	0.03	0.04
% repair appts met³	67%	74%	71%	75%	72%	86%	89%	87%	87%	86%	87%	87%	88%	89%	90%
% Cleared in 24 hours⁴	58%	56%	58%	64%	68%	76%	58%	72%	75%	62%	63%	73%	79%	76%	59%

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
PUC Complaints⁵															
New Hampshire															
Previous Weekly Open	127	141	126	99	108	101	107	123	108	108	103	105	111	102	99
Total Completed/Removed since Previous Reporting Period	38	24	63	32	37	16	5	42	26	31	35	31	29	32	20
Total Added since Previous Reporting Period	52	9	36	41	30	22	21	27	26	26	37	37	20	29	21
Currently Open	141	126	99	108	101	107	123	108	108	103	105	111	102	99	100
FairPoint Active⁶	63	66	52	43	44	46	62	44	43	46	58	58	50	44	34

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.

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Total Orders Completed	3,226	2,458	3,154	3,040	3,781	1,915	2,323	3,046	5,682	3,278	3,946	3,312	3,797	3,013	3,377
Total Orders Met	2,668	1,915	2,611	2,504	3,294	1,576	2,008	2,569	5,106	2,653	3,411	2,853	3,344	2,467	2,968
% Orders Met	82.70%	77.91%	82.78%	82.37%	87.12%	82.30%	86.44%	84.34%	89.86%	80.93%	86.44%	86.14%	88.07%	81.88%	87.89%
Total Not Met Orders	558	543	543	536	487	339	315	477	576	625	535	459	453	546	409
Not Met Orders - Company Reason	538	521	520	518	475	329	302	449	557	608	510	435	436	515	383
Not Met Orders - Customer Reason	20	22	23	18	12	10	13	28	19	17	25	24	17	31	26
% Not Met Orders	17.30%	22.09%	17.22%	17.63%	12.88%	17.70%	13.56%	15.66%	10.14%	19.07%	13.56%	13.86%	11.93%	18.12%	12.11%
Total Dispatchable Orders	421	273	468	461	405	279	256	366	412	414	412	409	398	322	316
Total Customer Appointment Orders	53	27	44	75	57	41	36	60	58	60	52	55	47	46	45
Total Customer Appointment Orders Not Met	12	4	10	22	16	16	9	14	14	22	15	18	14	19	12
Customer Appointment Orders Not Met-Customer Reason	0	0	0	1	1	1	1	1	1	1	0	2	4	3	2

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

	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Total Trouble Reports - per 100 lines¹	0.38	0.40	0.50	0.45	0.38	0.28	0.38	0.37	0.36	0.36	0.43	0.32	0.30	0.25	0.71
Repeat Report Rate²	0.06	0.05	0.07	0.05	0.06	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.03	0.06
% repair appts met³	65%	65%	57%	61%	63%	87%	83%	77%	74%	79%	79%	86%	86%	87%	87%
% Cleared in 24 hours⁴	46%	45%	36%	43%	47%	66%	51%	51%	60%	51%	60%	73%	79%	75%	69%

PUC Complaints⁵	11/16-11/22 (2009)	11/23-11/29 (2009)	11/30-12/6 (2009)	12/7-12/13 (2009)	12/14-12/20 (2009)	12/21-12/27 (2009)	12/28-01/03 (2010)	1/04-1/10 (2010)	1/11-1/17 (2010)	1/18-1/24 (2010)	1/25-1/31 (2010)	2/1-2/7 (2010)	2/8-2/14 (2010)	2/15-2/21 (2010)	2/22-2/28 (2010)
Vermont															
Previous Weekly Open	215	215	215	218	251	245	249	260	277	277	281	279	291	302	292
Total Completed/Removed since Previous Reporting Period	27	13	25	16	22	15	16	15	30	31	43	23	17	33	214
Total Added since Previous Reporting Period	27	13	28	49	16	19	27	32	30	35	41	35	28	23	64
Currently Open	215	215	218	251	245	249	260	277	277	281	279	291	302	292	142
FairPoint Active⁶	120	114	106	110	106	98	110	112	96	109	177	102	105	86	99

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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