

FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer											
	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	Goals
% Abandon ¹	0%	1%	1%	1%	1%	1%	2%	1%	1%	1%	5%
Average Speed of Answer in Seconds	4	15	16	16	8	11	23	7	8	14	
Svc Level ²	98%	91%	89%	88%	93%	87%	86%	91%	91%	86%	75%
BSBC - Small Business											
	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	Goals
% Abandon ¹	0%	1%	1%	1%	1%	0%	1%	1%	2%	0%	5%
Average Speed of Answer in Seconds	4	7	9	13	9	4	5	4	16	5	
Svc Level ²	97%	91%	89%	86%	90%	95%	95%	96%	90%	94%	75%
Repair (RRC)											
	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	Goals
% Abandon ¹	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%	
Average Speed of Answer in Seconds	5	3	3	5	5	13	6	8	11	10	
Svc Level ²	96%	97%	98%	96%	95%	89%	92%	94%	89%	88%	80%
Collections											
	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	Goals
% Abandon ¹	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	5%
Average Speed of Answer in Seconds	6	6	6	5	3	5	5	5	5	10	20
Svc Level ²	95%	94%	94%	95%	99%	96%	95%	96%	96%	89%	80%
Late Order Metrics - This metric is measured on the last day of the weekly period ^{6,7}											
	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	
Retail Total											
Total Late Orders - POTS	204	185	205	185	118	151	139	133	101	124	
Orders late >20 Days - POTS	41	39	44	52	34	37	27	8	7	7	
% Late Orders - POTS ³	9%	8%	8%	8%	6%	7%	6%	6%	5%	8%	
Total Late Orders - DSL	564	325	341	351	202	263	222	204	187	266	
Orders late >20 Days - DSL	81	83	92	84	37	42	29	22	11	12	
% Late Orders - DSL ³	22%	13%	13%	15%	8%	11%	9%	9%	8%	12%	
Total Late Orders - Other Retail	118	107	99	134	121	125	74	51	44	108	
Orders late >20 Days - Other Retail	71	60	57	53	42	45	42	19	10	0	
% Late Orders - Other Retail ³	28%	25%	23%	15%	5%	5%	8%	6%	10%	28%	
Total Late Orders - Total Retail	886	617	645	670	441	539	435	388	332	498	
Orders late >20 Days - Total Retail	193	182	193	189	113	124	98	49	28	19	
% Late Orders - Total Retail ³	17%	12%	12%	12%	6%	8%	8%	7%	7%	12%	
LSR											
Total Late Orders -CB- Number Portability	175	177	163	211	191	141	124	100	80	76	
Orders Late >20 Days -CB- Number Portability	113	114	105	107	80	79	76	56	15	7	
% Late Orders -CB- Number Portability ³	9%	9%	8%	10%	10%	8%	6%	6%	5%	5%	
Total Late Orders - JB -Standalone DL only VZ added	66	26	29	23	27	26	26	33	102	140	
Orders Late >20 Days - JB -Standalone DL only VZ added	13	5	6	7	8	7	9	12	13	0	
% Late Orders - JB -Standalone DL only VZ added ³	6%	2%	2%	2%	3%	2%	4%	3%	12%	18%	
Total Late Orders - All Other	109	116	116	95	64	68	68	67	69	64	
Orders Late >20 Days - All Other	33	28	35	36	24	26	25	14	6	2	
% Late Orders - All Other ³	28%	27%	27%	27%	14%	19%	19%	17%	19%	18%	
Total Late Orders	350	319	308	329	282	235	218	200	251	280	
Total Orders late >20 Days	159	147	146	150	112	112	110	82	34	9	
Total % Late Orders ³	10%	9%	8%	10%	8%	7%	7%	6%	9%	10%	
ASR											
Total Late Orders	236	237	247	179	117	117	134	67	74	106	
Total Orders late >20 Days	159	157	158	91	66	64	71	21	15	14	
Total % Late Orders ³	31%	28%	28%	19%	14%	14%	16%	9%	9%	12%	

Late Disconnects-This metric is measured on the last day of the weekly period ⁷	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Retail Total										
Total Late Disconnect Orders - POTS	12	7	9	10	5	11	8	24	13	15
Orders late >20 Days - POTS	3	2	3	1	1	2	1	2	1	0
% Late Disconnect Orders - POTS ³	5%	3%	3%	3%	2%	4%	3%	7%	4%	6%
Total Late Disconnect Orders - DSL	186	183	94	115	25	42	32	48	28	56
Orders late >20 Days - DSL	28	29	23	10	0	2	3	2	4	0
% Late Disconnect Orders - DSL ³	47%	49%	28%	30%	8%	17%	11%	14%	9%	21%
Total Late Disconnect Orders - Other Retail	102	100	77	81	72	72	71	52	42	44
Orders late >20 Days - Other Retail	38	36	32	28	36	48	35	9	9	4
% Late Disconnect Orders - Other Retail ³	35%	40%	36%	25%	21%	30%	31%	27%	22%	22%
Total Late Disconnect Orders - Total Retail	300	290	180	206	102	125	111	124	83	115
Orders late >20 Days - Total Retail	69	67	58	39	37	52	39	13	14	4
% Late Disconnect Orders - Total Retail ³	32%	33%	22%	20%	11%	16%	13%	14%	10%	16%
LSR										
Total Late Disconnect Orders -CB- Number Portability	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
% Late Disconnect Orders -CB- Number Portability ³	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total Late Disconnect Orders - JB -Standalone DL only VZ added	23	6	11	7	3	7	12	16	13	20
Orders Late >20 Days - JB -Standalone DL only VZ added	2	2	2	1	2	3	3	4	1	0
% Late Disconnect Orders - JB -Standalone DL only VZ added ³	5%	1%	2%	1%	1%	2%	3%	3%	3%	5%
Total Late Disconnect Orders - All Other	65	86	119	116	104	93	68	83	33	148
Orders Late >20 Days - All Other	4	3	3	4	3	1	4	3	1	0
% Late Disconnect Orders - All Other ³	24%	30%	30%	46%	54%	42%	26%	31%	11%	33%
Total Late Disconnect Orders	88	92	130	123	107	100	80	99	46	168
Total Orders late >20 Days	6	5	5	5	5	4	7	7	2	0
Total Late % Disconnect Orders ³	12%	8%	13%	17%	15%	16%	12%	11%	6%	20%
ASR										
Total Late Disconnect Orders	43	42	48	63	56	60	91	46	42	58
Total Orders late >20 Days	17	18	21	24	9	11	38	13	17	4
Total Late % Disconnect Orders ³	12%	9%	9%	14%	9%	11%	18%	11%	11%	17%

Billing	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
% Bills known to be in Error (excluding format errors)	3.70%	3.70%	3.70%	3.20%	3.20%	3.20%	3.60%	3.60%	3.60%	3.80%
	Apr-10				May-10					Jun-10
Adjustments percentage ⁴	2.67%				3.39%					2.35%
% of bills adjusted ⁵	0.78%				1.32%					0.82%

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)							
05/31/2010 - 06/06/2010	1,894	11,393	8,675	11,105	8,192	2,182	73.77%
06/07/2010 - 06/13/2010	2,182	12,457	9,718	12,439	9,534	2,200	76.65%
06/14/2010 - 06/20/2010	2,200	10,556	7,664	10,352	8,259	2,404	79.78%
06/21/2010 - 06/27/2010	2,404	9,898	7,369	10,150	7,907	2,152	77.90%
06/28/2010 - 07/04/2010	2,152	11,887	9,615	12,300	10,073	1,739	81.89%
LSR - JB							
05/31/2010 - 06/06/2010	1,237	2,960	1,521	2,871	2,704	1,326	94.18%
06/07/2010 - 06/13/2010	1,326	3,727	2,465	3,829	3,374	1,224	88.12%
06/14/2010 - 06/20/2010	1,224	3,818	2,218	3,708	3,604	1,334	97.20%
06/21/2010 - 06/27/2010	1,334	4,378	2,691	4,310	4,204	1,402	97.54%
06/28/2010 - 07/04/2010	1,402	4,762	3,174	4,850	4,679	1,314	96.47%
LSR - CB							
05/31/2010 - 06/06/2010	1,173	1,083	85	1,288	789	968	61.26%
06/07/2010 - 06/13/2010	968	1,441	114	1,174	742	1,235	63.20%
06/14/2010 - 06/20/2010	1,235	1,143	160	1,192	690	1,186	57.89%
06/21/2010 - 06/27/2010	1,186	1,224	118	1,322	792	1,088	59.91%
06/28/2010 - 07/04/2010	1,088	1,203	128	1,111	696	1,180	62.65%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
05/31/2010 - 06/06/2010	328	562	232	575	397	315	69.04%
06/07/2010 - 06/13/2010	315	734	349	641	366	408	57.10%
06/14/2010 - 06/20/2010	408	762	397	743	541	427	72.81%
06/21/2010 - 06/27/2010	427	872	340	790	546	509	69.11%
06/28/2010 - 07/04/2010	509	965	357	798	560	676	70.18%

	Week Ending 06/06/2010	Week Ending 06/13/2010	Week Ending 06/20/2010	Week Ending 06/27/2010	Week Ending 07/04/2010
% Retail Total Orders Designed as Flow Through	83.19%	85.43%	81.62%	80.79%	84.29%
% LSR Total Orders Designed as Flow Through	97.07%	97.19%	96.72%	95.93%	97.17%

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.

	1/04-1/10 (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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Total Orders Completed	7,302	4,928	4,572	6,266	5,785	8,329	4,736	6,083	5,612	5,594	6,447	5,572	5,245	5,245	5,643	6,122	5,176	5,726	6,951	6,388	6,373	6,077	6,618	7,154	6,099	6,117	6,658
Total Orders Met	6,703	4,209	3,887	5,689	5,265	7,353	4,191	5,124	4,900	5,016	5,879	4,916	4,396	4,396	4,731	5,408	4,726	5,066	6,191	5,881	5,875	5,515	6,040	6,492	5,730	5,613	6,238
% Orders Met	91.80%	85.41%	85.02%	90.79%	91.01%	88.28%	88.50%	84.23%	87.31%	89.67%	91.19%	88.23%	83.81%	83.81%	83.84%	88.34%	91.31%	88.47%	89.07%	92.06%	92.19%	90.75%	91.27%	90.75%	93.95%	91.76%	93.69%
Total Not Met Orders	599	719	685	577	520	976	545	959	712	578	568	656	849	849	912	714	450	660	760	507	498	562	578	662	369	504	420
Not Met Orders - Company Reason	563	685	646	538	493	940	514	922	686	540	534	626	807	807	863	662	420	620	733	466	458	520	529	620	328	452	359
Not Met Orders - Customer Reason	36	34	39	39	27	36	31	37	26	38	34	30	42	42	49	52	30	40	27	41	40	42	49	42	41	52	61
% Not Met Orders	8.20%	14.59%	14.98%	9.21%	8.99%	11.72%	11.50%	15.77%	12.69%	10.33%	8.81%	11.77%	16.19%	16.19%	16.16%	11.66%	8.69%	11.53%	10.93%	7.94%	7.81%	9.25%	8.73%	9.25%	6.05%	8.24%	6.31%
Total Dispatchable Orders	528	615	545	537	533	550	461	499	600	574	564	492	480	480	562	542	454	634	558	578	560	566	503	660	597	633	689
Total Customer Appointment Orders	141	151	131	145	137	151	128	117	144	151	155	119	110	110	135	133	111	177	142	151	155	140	133	184	132	171	158
Total Customer Appointment Orders Not Met	39	19	22	22	16	16	15	18	55	13	14	6	18	18	21	18	7	24	10	32	14	19	18	25	17	20	17
Customer Appointment Orders Not Met-Customer Reason	5	2	6	6	0	4	1	2	4	3	1	1	3	3	3	5	3	8	4	6	3	3	7	6	6	8	3

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

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	7/14-7/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Total Trouble Reports - per 100 lines¹	0.38	0.31	0.27	0.50	0.31	0.29	0.23	0.57	0.52	0.33	0.34	0.34	0.46	0.46	0.39	0.32	0.32	0.34	0.37	0.33	0.38	0.42	0.43	0.44	0.43	0.50	0.50
Repeat Report Rate²	0.05	0.05	0.04	0.06	0.04	0.04	0.03	0.05	0.07	0.05	0.05	0.06	0.06	0.06	0.05	0.04	0.05	0.04	0.04	0.04	0.05	0.06	0.05	0.06	0.06	0.07	0.08
% repair Commitments met³	86%	84%	84%	88%	87%	87%	87%	88%	79%	87%	89%	88%	85%	85%	87%	91%	89%	91%	90%	90%	92%	90%	87%	85%	90%	84%	83%
% Cleared in 24 hours⁴	58%	69%	62%	66%	70%	77%	78%	69%	48%	73%	71%	74%	66%	66%	64%	76%	75%	82%	81%	83%	85%	79%	76%	68%	79%	68%	61%

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	7/14-7/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	
PUC Complaints⁵																												
Maine																												
Previous Weekly Open	26	33	32	35	47	47	51	41	40	46	43	47	51	51	52	37	30	31	28	28	33	33	31	30	32	44	39	
Total Completed/Removed since Previous Reporting Period	15	16	11	15	18	15	25	24	19	25	13	12	18	18	24	19	4	15	12	9	14	10	10	16	7	15	20	
Total Added since Previous Reporting Period	22	15	14	27	18	19	15	23	25	22	17	16	19	19	9	12	5	12	12	14	14	8	9	18	19	10	15	
Currently Open	33	32	35	47	47	51	41	40	46	43	47	51	52	52	37	30	31	28	28	33	33	31	30	32	44	39	34	
FairPoint Active⁶	24	26	20	21	26	28	22	28	34	33	29	31	33	33	16	9	10	12	12	16	14	11	12	15	20	19	12	

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.

	1/04-1/10 (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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Total Orders Completed	4,491	5,752	5,123	5,738	6,715	4,805	8,559	6,114	6,787	5,169	7,233	5,594	5,445	5,445	5,680	5,577	5,293	5,456	6,393	5,664	4,868	4,227	4,343	6,325	5,516	5,573	6,874
Total Orders Met	3,893	4,967	4,500	5,210	6,228	4,229	7,479	5,446	6,213	4,677	6,621	5,029	4,797	4,797	4,491	4,867	4,765	4,747	5,671	5,206	4,456	3,802	3,892	5,815	5,171	5,104	6,438
% Orders Met	86.68%	86.35%	87.84%	90.80%	92.75%	88.01%	87.38%	89.07%	91.54%	90.48%	91.54%	89.90%	88.10%	88.10%	79.07%	87.27%	90.02%	87.01%	88.71%	91.91%	91.54%	89.95%	89.62%	91.94%	93.75%	91.58%	93.66%
Total Not Met Orders	598	785	623	528	487	576	1,080	668	574	492	612	565	648	648	1,189	710	528	709	722	458	412	425	451	510	345	469	436
Not Met Orders - Company Reason	545	733	585	497	445	545	1,025	633	538	458	594	535	607	607	1,153	656	426	575	662	412	370	391	416	435	268	408	374
Not Met Orders - Customer Reason	53	52	38	31	42	31	55	35	36	34	18	30	41	41	36	54	102	134	60	46	42	34	35	75	77	61	62
% Not Met Orders	13.32%	13.65%	12.16%	9.20%	7.25%	11.99%	12.62%	10.93%	8.46%	9.52%	8.46%	10.10%	11.90%	11.90%	20.93%	12.73%	9.98%	12.99%	11.29%	8.09%	8.46%	10.05%	10.38%	8.06%	6.25%	8.42%	6.34%
Total Dispatchable Orders	410	459	383	383	456	427	356	388	387	462	435	436	474	474	457	555	486	626	546	501	470	474	470	515	551	582	610
Total Customer Appointment Orders	116	138	89	84	112	105	71	81	82	114	105	83	105	105	104	98	108	139	127	112	109	107	117	121	144	132	138
Total Customer Appointment Orders Not Met	27	36	23	12	17	15	15	28	23	18	14	13	13	18	17	15	24	17	21	14	17	21	19	17	17	20	20
Customer Appointment Orders Not Met-Customer Reason	5	6	5	2	5	3	6	2	2	4	2	1	3	3	2	4	3	5	4	1	3	1	5	3	4	5	4

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

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Total Trouble Reports - per 100 lines¹	0.29	0.24	0.30	0.40	0.24	0.24	0.24	0.82	0.68	0.41	0.43	0.39	0.46	0.46	0.38	0.33	0.29	0.38	0.42	0.31	0.36	0.42	0.39	0.41	0.39	0.40	0.38
Repeat Report Rate²	0.04	0.03	0.03	0.05	0.03	0.03	0.03	0.04	0.07	0.07	0.07	0.07	0.08	0.08	0.06	0.05	0.04	0.05	0.05	0.04	0.05	0.06	0.04	0.06	0.06	0.05	0.06
% repair apps met³	87%	87%	86%	87%	87%	88%	89%	90%	73%	84%	86%	88%	86%	86%	89%	89%	90%	89%	93%	92%	92%	91%	91%	93%	91%	88%	87%
% Cleared in 24 hours⁴	72%	75%	62%	63%	73%	79%	76%	59%	37%	70%	64%	76%	69%	69%	74%	76%	78%	84%	83%	79%	82%	83%	79%	77%	80%	79%	70%

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	
PUC Complaints⁵																												
New Hampshire																												
Previous Weekly Open	123	108	108	103	105	111	102	99	100	108	90	84	78	78	76	77	81	83	83	78	74	61	52	50	49	37	31	
Total Completed/Removed since Previous Reporting Period	42	26	31	35	31	29	32	20	36	47	37	27	19	19	23	17	25	21	27	25	29	21	15	18	23	12	14	
Total Added since Previous Reporting Period	27	26	25	37	37	20	29	21	44	29	31	21	17	17	24	21	25	23	22	21	16	12	13	17	11	6	26	
Currently Open	108	108	103	105	111	102	99	100	108	90	84	78	76	76	77	81	81	83	78	74	61	52	50	49	37	31	43	
FairPoint Active⁶	44	43	46	58	58	50	44	34	59	40	29	22	25	25	30	36	35	33	35	37	25	19	19	20	19	11	24	

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.

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Total Orders Completed	3,046	5,682	3,278	3,946	3,312	3,797	3,013	3,377	3,461	2,965	3,925	3,113	2,986	3,464	3,609	3,243	3,104	3,974	3,561	2,950	2,374	2,718	3,534	3,097	2,889	3,829
Total Orders Met	2,569	5,106	2,653	3,411	2,853	3,344	2,467	2,968	3,074	2,634	3,568	2,801	2,618	2,695	3,070	2,852	2,550	3,282	3,081	2,674	2,067	2,340	3,104	2,846	2,606	3,567
% Orders Met	84.34%	89.86%	80.93%	86.44%	86.14%	88.07%	81.88%	87.89%	88.82%	88.84%	90.90%	89.98%	87.68%	77.80%	85.07%	87.94%	82.15%	82.59%	86.52%	90.64%	87.07%	86.09%	87.83%	91.90%	90.20%	93.16%
Total Not Met Orders	477	576	625	535	459	453	546	409	387	331	357	312	368	769	539	391	554	692	480	276	307	378	430	251	283	262
Not Met Orders - Company Reason	449	557	608	510	435	436	515	383	356	303	333	295	346	739	516	346	484	633	435	255	287	357	400	218	257	229
Not Met Orders - Customer Reason	28	19	17	25	24	17	31	26	31	28	24	17	22	30	23	45	70	59	45	21	20	21	30	33	26	33
% Not Met Orders	15.66%	10.14%	19.07%	13.56%	13.86%	11.93%	18.12%	12.11%	11.18%	11.16%	9.10%	10.02%	12.32%	22.20%	14.93%	12.06%	17.85%	17.41%	13.48%	9.36%	12.93%	13.91%	12.17%	8.10%	9.80%	6.84%
Total Dispatchable Orders	366	412	414	412	409	398	322	316	396	424	350	355	323	331	532	328	383	522	493	392	415	426	525	504	481	469
Total Customer Appointment Orders	60	58	60	52	55	47	46	45	38	54	47	45	55	42	60	42	60	62	60	53	54	53	69	73	75	74
Total Customer Appointment Orders Not Met	14	14	22	15	18	14	19	12	13	12	7	4	6	10	7	6	11	14	14	7	13	19	17	10	7	8
Customer Appointment Orders Not Met-Customer Reason	1	1	1	0	2	4	3	2	2	4	3	1	2	4	1	1	3	5	3	1	3	1	5	3	1	1

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

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
Total Trouble Reports - per 100 lines¹	0.37	0.36	0.36	0.43	0.32	0.30	0.25	0.71	0.40	0.35	0.34	0.36	0.45	0.44	0.34	0.37	0.55	0.52	0.39	0.37	0.55	0.48	0.46	0.42	0.49	0.49
Repeat Report Rate²	0.05	0.05	0.04	0.05	0.05	0.04	0.03	0.06	0.06	0.05	0.05	0.06	0.08	0.06	0.05	0.05	0.07	0.10	0.08	0.06	0.08	0.07	0.07	0.07	0.10	0.08
% repair appts met³	77%	74%	79%	79%	86%	86%	87%	87%	84%	89%	85%	89%	86%	90%	89%	86%	90%	87%	91%	91%	85%	83%	86%	90%	91%	89%
% Cleared in 24 hours⁴	51%	60%	51%	60%	73%	79%	75%	69%	60%	78%	78%	83%	79%	76%	76%	77%	72%	71%	80%	71%	58%	63%	77%	73%	72%	

	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)	3/1-3/7 (2010)	3/8-3/14 (2010)	3/15-3/21 (2010)	3/22-3/28 (2010)	3/29-4/4 (2010)	4/5-4/11 (2010)	4/12-4/18 (2010)	4/19-4/25 (2010)	4/26-5/2 (2010)	5/3-5/9 (2010)	5/10-5/16 (2010)	5/17-5/23 (2010)	5/24-5/30 (2010)	5/31-6/6 (2010)	6/7-6/13 (2010)	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)
PUC Complaints⁵	260	277	277	281	279	291	302	292	142	148	142	152	165	165	175	177	186	94	97	89	93	89	95	67	81	48
Vermont	15	30	31	43	23	17	33	214	23	23	21	15	20	16	21	13	119	19	25	23	25	11	49	12	49	2
Previous Weekly Open	32	30	35	41	35	28	23	64	29	17	31	28	20	26	23	22	27	22	17	27	21	17	21	26	15	
Total Added since Previous Reporting Period	277	277	281	279	291	302	292	142	148	142	152	165	165	175	177	186	94	97	89	93	89	95	67	81	48	
Currently Open																										
FairPoint Active⁶	112	96	109	177	102	105	86	99	88	77	71	72	65	64	54	56	59	61	47	40	40	36	35	42	35	37

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.

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