**FairPoint Communication NNE**
**Bi-Weekly Dashboard**

**Call Center Activity - CSSC - Consumer**

| | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) | Goals |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % Abandon[1] | 1% | 1% | 1% | 2% | 0% | 2% | 2% | 0% | 1% | 0% | 0% | 5% |
| Average Speed of Answer in Seconds | 10 | 7 | 13 | 26 | 5 | 22 | 22 | 7 | 15 | 2 | 7 | |
| Svc Level[2] | 87% | 92% | 86% | 75% | 94% | 81% | 83% | 92% | 83% | 99% | 90% | 75% |

**BSBC - Small Business**

| | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) | Goals |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % Abandon[1] | 1% | 3% | 1% | 2% | 2% | 2% | 2% | 1% | 2% | 1% | 1% | 5% |
| Average Speed of Answer in Seconds | 17 | 35 | 15 | 16 | 14 | 14 | 15 | 13 | 16 | 9 | 13 | |
| Svc Level[2] | 81% | 75% | 84% | 81% | 83% | 85% | 84% | 85% | 81% | 89% | 85% | 75% |

**Repair (RRC)**

| | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) | Goals |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % Abandon[1] | 9% | 1% | 3% | 1% | 1% | 1% | 1% | 0% | 0% | 0% | 0% | |
| Average Speed of Answer in Seconds | 86 | 12 | 23 | 8 | 9 | 10 | 6 | 3 | 6 | 7 | 4 | |
| Svc Level[2] | 53% | 88% | 84% | 94% | 94% | 92% | 94% | 98% | 96% | 95% | 97% | 80% |

**Collections**

| | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) | Goals |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % Abandon[1] | 1% | 1% | 5% | 6% | 2% | 5% | 2% | 1% | 3% | 0% | 2% | 5% |
| Average Speed of Answer in Seconds | 7 | 6 | 53 | 62 | 22 | 56 | 22 | 12 | 27 | 3 | 17 | 20 |
| Svc Level[2] | 94% | 95% | 59% | 57% | 80% | 61% | 80% | 90% | 76% | 99% | 86% | 80% |

| Late Order Metrics -This metric is measured on the last day of the weekly period[6,7] | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Retail Total** | | | | | | | | | | | |
| Total Late Orders - POTS | 806 | 506 | 552 | 464 | 424 | 489 | 393 | 371 | 474 | 561 | 598 |
| Orders late >20 Days - POTS | 213 | 222 | 222 | 200 | 179 | 156 | 157 | 156 | 148 | 156 | 147 |
| % Late Orders - POTS[3] | 29% | 21% | 23% | 20% | 17% | 21% | 17% | 17% | 20% | 24% | 28% |
| Total Late Orders - DSL | 945 | 832 | 781 | 598 | 589 | 683 | 828 | 831 | 722 | 571 | 553 |
| Orders late >20 Days - DSL | 185 | 228 | 237 | 231 | 223 | 221 | 185 | 164 | 184 | 131 | 129 |
| % Late Orders - DSL[3] | 34% | 33% | 32% | 27% | 26% | 29% | 32% | 34% | 30% | 26% | 25% |
| Total Late Orders - Other Retail | 167 | 146 | 141 | 131 | 164 | 204 | 207 | 197 | 250 | 218 | 210 |
| Orders late >20 Days - Other Retail | 81 | 78 | 80 | 76 | 73 | 79 | 89 | 96 | 97 | 108 | 123 |
| % Late Orders - Other Retail[3] | 34% | 33% | 31% | 28% | 31% | 37% | 34% | 35% | 40% | 36% | 33% |
| Total Late Orders - Total Retail | 1,918 | 1,484 | 1,474 | 1,193 | 1,177 | 1,376 | 1,428 | 1,399 | 1,446 | 1,350 | 1,361 |
| Orders late >20 Days - Total Retail | 479 | 528 | 539 | 507 | 475 | 456 | 431 | 416 | 429 | 395 | 399 |
| % Late Orders - Total Retail[3] | 32% | 28% | 28% | 24% | 22% | 26% | 26% | 27% | 26% | 26% | 27% |
| **LSR** | | | | | | | | | | | |
| Total Late Orders -CB- Number Portability | | | | | | | 846 | 729 | 704 | 733 | 582 |
| Orders Late >20 Days -CB- Number Portability | | | | | | | 542 | 531 | 547 | 536 | 452 |
| % Late Orders -CB- Number Portability[3] | | | | | | | 28% | 26% | 26% | 24% | 17% |
| Total Late Orders - JB -Standalone DL only VZ added | | | | | | | 20 | 27 | 32 | 19 | 25 |
| Orders Late >20 Days - JB -Standalone DL only VZ added | | | | | | | 15 | 14 | 15 | 13 | 15 |
| % Late Orders - JB -Standalone DL only VZ added[3] | | | | | | | 2% | 3% | 3% | 2% | 2% |
| Total Late Orders - All Other | | | | | | | 577 | 585 | 509 | 470 | 424 |
| Orders Late >20 Days - All Other | | | | | | | 316 | 361 | 314 | 316 | 272 |
| % Late Orders - All Other [3] | | | | | | | 51% | 57% | 55% | 53% | 46% |
| Total Late Orders | | | | | | | 1,443 | 1,341 | 1,245 | 1,222 | 1,031 |
| Total Orders late >20 Days | | | | | | | 873 | 906 | 876 | 865 | 739 |
| Total % Late Orders[3] | | | | | | | 28% | 28% | 27% | 25% | 18% |
| **ASR** | | | | | | | | | | | |
| Total Late Orders | | | | | | | 288 | 300 | 303 | 333 | 327 |
| Total Orders late >20 Days | | | | | | | 197 | 189 | 176 | 183 | 187 |
| Total % Late Orders[3] | | | | | | | 30% | 32% | 31% | 32% | 32% |

| Late Disconnects-This metric is measured on the last day of the weekly period[7] | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Retail Total** | | | | | | | | | | | |
| **Total Late Disconnect Orders - POTS** | 302 | 192 | 196 | 185 | 168 | 133 | 84 | 89 | 72 | 92 | 53 |
| **Orders late >20 Days - POTS** | 94 | 114 | 111 | 116 | 110 | 62 | 39 | 40 | 35 | 37 | 31 |
| **% Late Disconnect Orders - POTS[3]** | 42% | 38% | 35% | 31% | 0% | 29% | 18% | 22% | 17% | 30% | 19% |
| **Total Late Disconnect Orders - DSL** | 1,388 | 1,043 | 1,023 | 995 | 1,017 | 914 | 436 | 603 | 587 | 510 | 296 |
| **Orders late >20 Days - DSL** | 449 | 461 | 504 | 559 | 496 | 390 | 114 | 102 | 109 | 112 | 99 |
| **% Late Disconnect Orders - DSL[3]** | 79% | 80% | 77% | 77% | 0% | 82% | 63% | 72% | 68% | 70% | 60% |
| **Total Late Disconnect Orders - Other Retail** | 298 | 224 | 270 | 217 | 224 | 229 | 225 | 216 | 229 | 243 | 230 |
| **Orders late >20 Days - Other Retail** | 222 | 154 | 151 | 156 | 155 | 155 | 152 | 152 | 152 | 161 | 158 |
| **% Late Disconnect Orders - Other Retail[3]** | 60% | 61% | 74% | 67% | 0% | 68% | 66% | 69% | 71% | 75% | 72% |
| **Total Late Disconnect Orders - Total Retail** | 1,988 | 1,459 | 1,489 | 1,397 | 1,409 | 1,276 | 745 | 908 | 888 | 845 | 579 |
| **Orders late >20 Days - Total Retail** | 765 | 729 | 766 | 831 | 761 | 607 | 305 | 294 | 296 | 310 | 288 |
| **% Late Disconnect Orders - Total Retail[3]** | 67% | 67% | 66% | 63% | 0% | 67% | 50% | 58% | 55% | 62% | 53% |
| **LSR** | | | | | | | | | | | |
| **Total Late Disconnect Orders -CB- Number Portability** | | | | | | | 0 | 0 | 0 | 0 | 0 |
| **Orders Late >20 Days -CB- Number Portability** | | | | | | | 0 | 0 | 0 | 0 | 0 |
| **% Late Disconnect Orders -CB- Number Portability[3]** | | | | | | | 0% | 0% | 0% | 0% | 0% |
| **Total Late Disconnect Orders - JB -Standalone DL only VZ added** | | | | | | | 26 | 26 | 29 | 21 | 20 |
| **Orders Late >20 Days - JB -Standalone DL only VZ added** | | | | | | | 26 | 26 | 25 | 18 | 18 |
| **% Late Disconnect Orders - JB -Standalone DL only VZ added[3]** | | | | | | | 4% | 4% | 5% | 4% | 4% |
| **Total Late Disconnect Orders - All Other** | | | | | | | 121 | 146 | 104 | 107 | 90 |
| **Orders Late >20 Days - All Other** | | | | | | | 54 | 54 | 51 | 52 | 56 |
| **% Late Disconnect Orders - All Other [3]** | | | | | | | 40% | 46% | 48% | 38% | 46% |
| **Total Late Disconnect Orders** | | | | | | | 147 | 172 | 133 | 128 | 110 |
| **Total Orders late >20 Days** | | | | | | | 80 | 80 | 76 | 70 | 74 |
| **Total Late % Disconnect Orders[3]** | | | | | | | 15% | 18% | 16% | 15% | 16% |
| **ASR** | | | | | | | | | | | |
| **Total Late Disconnect Orders** | | | | | | | 170 | 175 | 181 | 176 | 173 |
| **Total Orders late >20 Days** | | | | | | | 112 | 111 | 112 | 111 | 111 |
| **Total Late % Disconnect Orders[3]** | | | | | | | 29% | 32% | 37% | 37% | 30% |

| Billing | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **% Bills known to be in Error (excluding format errors)** | 1.10% | 1.00% | 1.00% | 1.50% | 1.30% | 1.80% | 1.80% | 1.70% | 1.60% | 1.60% | 1.80% |

| | Oct-09 |
|---|---|
| **Adjustments percentage[4]** | 2.28% |
| **% of bills adjusted[5]** | 1.61% |

[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)** | | | | | | | |
| 10/19/2009 - 10/25/2009 | 1,555 | 10,459 | 8,372 | 9,646 | 7,782 | 2,368 | 80.68% |
| 10/26/2009 - 11/01/2009 | 2,368 | 9,543 | 7,447 | 9,757 | 6,876 | 2,154 | 70.47% |
| 11/02/2009 - 11/08/2009 | 2,154 | 9,924 | 7,912 | 9,975 | 8,392 | 2,103 | 84.13% |
| 11/09/2009 - 11/15/2009 | | | | | | | |
| 11/16/2009 - 11/22/2009 | | | | | | | |
| **LSR - JB** | | | | | | | |
| 10/19/2009 - 10/25/2009 | 481 | 3,240 | 1,902 | 2,393 | 2,377 | 1,328 | 99.33% |
| 10/26/2009 - 11/01/2009 | 1,328 | 3,198 | 1,884 | 3,198 | 3,150 | 1,328 | 98.50% |
| 11/02/2009 - 11/08/2009 | 1,328 | 3,759 | 2,174 | 3,553 | 3,490 | 1,534 | 98.23% |
| 11/09/2009 - 11/15/2009 | | | | | | | |
| 11/16/2009 - 11/22/2009 | | | | | | | |
| **LSR - CB** | | | | | | | |
| 10/19/2009 - 10/25/2009 | 937 | 1,435 | 133 | 1,049 | 645 | 1,323 | 61.49% |
| 10/26/2009 - 11/01/2009 | 1,323 | 1,863 | 132 | 1,349 | 991 | 1,837 | 73.46% |
| 11/02/2009 - 11/08/2009 | 1,837 | 2,119 | 149 | 1,988 | 1,463 | 1,968 | 73.59% |
| 11/09/2009 - 11/15/2009 | | | | | | | |
| 11/16/2009 - 11/22/2009 | | | | | | | |
| **LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)** | | | | | | | |
| 10/19/2009 - 10/25/2009 | 406 | 617 | 254 | 680 | 382 | 343 | 56.18% |
| 10/26/2009 - 11/01/2009 | 343 | 792 | 326 | 762 | 507 | 373 | 66.54% |
| 11/02/2009 - 11/08/2009 | 373 | 707 | 291 | 767 | 583 | 313 | 76.01% |
| 11/09/2009 - 11/15/2009 | | | | | | | |
| 11/16/2009 - 11/22/2009 | | | | | | | |

| | Week Ending 10/25/2009 | Week Ending 11/01/2009 | Week Ending 11/08/2009 | Week Ending 11/15/2009 | Week Ending 11/22/2009 |
|---|---|---|---|---|---|
| **% Retail Total Orders Designed as Flow Through** | 57.00% | 69.59% | 69.53% | | |
| **% LSR Total Orders Designed as Flow Through** | 95.16% | 96.65% | 96.06% | | |

[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 Completed

[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.**

| | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Orders Completed** | | | | | | | | | | | | 7,699 | 8,302 |
| **Total Orders Met** | | | | | | | | | | | | 5,957 | 5,951 |
| **% Orders Met** | | | | | | | | | | | | 77.37% | 71.68% |
| **Total Not Met Orders** | | | | | | | | | | | | 1,742 | 2,351 |
| **Not Met Orders - Company Reason** | | | | | | | | | | | | 1,719 | 2,321 |
| **Not Met Orders - Customer Reason** | | | | | | | | | | | | 23 | 30 |
| **% Not Met Orders** | | | | | | | | | | | | 22.63% | 28.32% |
| **Total Dispatchable Orders** | | | | | | | | | | | | 726 | 706 |
| **Total Customer Appointment Orders** | | | | | | | | | | | | 172 | 198 |
| **Total Customer Appointment Orders Not Met** | | | | | | | | | | | | 44 | 40 |
| **Customer Appointment Orders Not Met-Customer Reason** | | | | | | | | | | | | 3 | 4 |

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

| | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Trouble Reports - per 100 lines [1]** | 0.46 | 0.46 | 0.50 | 0.40 | 0.31 | 0.35 | 0.29 | 0.41 | 0.42 | 0.33 | 0.36 | 0.34 | 0.32 |
| **Repeat Report Rate [2]** | 0.07 | 0.09 | 0.08 | 0.06 | 0.05 | 0.06 | 0.04 | 0.06 | 0.05 | 0.05 | 0.04 | 0.04 | 0.04 |
| **% repair Commitments met [3]** | 84% | 82% | 89% | 89% | 87% | 89% | 87% | 83% | 73% | 78% | 77% | 79% | 73% |
| **% Cleared in 24 hours [4]** | 38% | 40% | 38% | 42% | 51% | 50% | 50% | 50% | 49% | 50% | 58% | 56% | 54% |

| **PUC Complaints [5]** | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Maine** | | | | | | | | | | | | | |
| **Previous Weekly Open** | | | | | | | | | 84 | 93 | 91 | 83 | 104 |
| **Total Completed/Removed since Previous Reporting Period** | | | | | | | | | 11 | 14 | 15 | 3 | 26 |
| **Total Added since Previous Reporting Period** | | | | | | | | | 20 | 12 | 7 | 24 | 27 |
| **Currently Open** | | | | | | | | | 93 | 91 | 83 | 104 | 105 |

[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

## New Hampshire

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

| | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Orders Completed** | | | | | | | | | | | | 6,325 | 5,778 |
| **Total Orders Met** | | | | | | | | | | | | 4,743 | 4,170 |
| **% Orders Met** | | | | | | | | | | | | 74.99% | 72.17% |
| **Total Not Met Orders** | | | | | | | | | | | | 1,582 | 1,608 |
| **Not Met Orders - Company Reason** | | | | | | | | | | | | 1,532 | 1,565 |
| **Not Met Orders - Customer Reason** | | | | | | | | | | | | 50 | 43 |
| **% Not Met Orders** | | | | | | | | | | | | 25.01% | 27.83% |
| **Total Dispatchable Orders** | | | | | | | | | | | | 559 | 519 |
| **Total Customer Appointment Orders** | | | | | | | | | | | | 106 | 133 |
| **Total Customer Appointment Orders Not Met** | | | | | | | | | | | | 26 | 34 |
| **Customer Appointment Orders Not Met-Customer Reason** | | | | | | | | | | | | 2 | 2 |

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

| | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Trouble Reports - per 100 lines[1]** | 0.44 | 0.49 | 0.53 | 0.41 | 0.35 | 0.32 | 0.31 | 0.39 | 0.42 | 0.33 | 0.31 | 0.33 | 0.31 |
| **Repeat Report Rate[2]** | 0.06 | 0.07 | 0.08 | 0.06 | 0.07 | 0.05 | 0.05 | 0.06 | 0.05 | 0.05 | 0.03 | 0.04 | 0.04 |
| **% repair appts met[3]** | 86% | 85% | 84% | 86% | 86% | 86% | 87% | 87% | 71% | 79% | 73% | 71% | 74% |
| **% Cleared in 24 hours[4]** | 57% | 55% | 45% | 58% | 57% | 53% | 65% | 57% | 54% | 60% | 68% | 62% | 63% |

| **PUC Complaints[5]** | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **New Hampshire** | | | | | | | | | | | | | |
| **Previous Weekly Open** | | | | | | | | | 189 | 225 | 206 | 188 | 167 |
| **Total Completed/Removed since Previous Reporting Period** | | | | | | | | | 25 | 48 | 56 | 93 | 65 |
| **Total Added since Previous Reporting Period** | | | | | | | | | 61 | 29 | 38 | 72 | 28 |
| **Currently Open** | | | | | | | | | 225 | 206 | 188 | 167 | 130 |

[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

## Vermont

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

| | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Orders Completed** | | | | | | | | | | | | 5,065 | 4,337 |
| **Total Orders Met** | | | | | | | | | | | | 3,107 | 2,808 |
| **% Orders Met** | | | | | | | | | | | | 61.34% | 64.75% |
| **Total Not Met Orders** | | | | | | | | | | | | 1,958 | 1,529 |
| **Not Met Orders - Company Reason** | | | | | | | | | | | | 1,937 | 1,501 |
| **Not Met Orders - Customer Reason** | | | | | | | | | | | | 21 | 28 |
| **% Not Met Orders** | | | | | | | | | | | | 38.66% | 35.25% |
| **Total Dispatchable Orders** | | | | | | | | | | | | 493 | 438 |
| **Total Customer Appointment Orders** | | | | | | | | | | | | 59 | 65 |
| **Total Customer Appointment Orders Not Met** | | | | | | | | | | | | 18 | 22 |
| **Customer Appointment Orders Not Met-Customer Reason** | | | | | | | | | | | | 0 | 2 |

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

| | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Trouble Reports - per 100 lines [1]** | 0.48 | 0.60 | 0.56 | 0.46 | 0.46 | 0.39 | 0.40 | 0.50 | 0.49 | 0.40 | 0.43 | 0.44 | 0.35 |
| **Repeat Report Rate[2]** | 0.09 | 0.11 | 0.11 | 0.12 | 0.08 | 0.07 | 0.07 | 0.08 | 0.06 | 0.06 | 0.05 | 0.06 | 0.05 |
| **% repair appts met[3]** | 77% | 71% | 65% | 73% | 82% | 80% | 83% | 75% | 61% | 71% | 68% | 62% | 62% |
| **% Cleared in 24 hours[4]** | 30% | 29% | 23% | 29% | 53% | 41% | 43% | 37% | 30% | 40% | 50% | 36% | 41% |

| **PUC Complaints[5]** | 8/10-8/16 (2009) | 8/17-8/23 (2009) | 8/24-8/30 (2009) | 8/31-9/6 (2009) | 9/7-9/13 (2009) | 9/14-9/20 (2009) | 9/21-9/27 (2009) | 9/28-10/4 (2009) | 10/5-10/11 (2009) | 10/12-10/18 (2009) | 10/19-10/25 (2009) | 10/26-11/1 (2009) | 11/2-11/8 (2009) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Vermont** | | | | | | | | | | | | | |
| **Previous Weekly Open** | | | | | | | | | 159 | 194 | 204 | 220 | 225 |
| **Total Completed/Removed since Previous Reporting Period** | | | | | | | | | 15 | 28 | 20 | 42 | 40 |
| **Total Added since Previous Reporting Period** | | | | | | | | | 50 | 38 | 36 | 47 | 34 |
| **Currently Open** | | | | | | | | | 194 | 204 | 220 | 225 | 219 |

[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