

FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSOC - Consumer											
	8/3-8/9 (2009)	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)	Goals
% Abandon ¹	1%	1%	1%	1%	1%	1%	2%	0%	2%	2%	5%
Average Speed of Answer in Seconds	7	13	7	10	7	13	26	5	22	22	
Svc Level ²	91%	86%	91%	87%	92%	86%	75%	94%	81%	83%	75%

BSBC - Small Business											
	8/3-8/9 (2009)	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)	Goals
% Abandon ¹	2%	1%	3%	1%	3%	1%	2%	2%	2%	2%	5%
Average Speed of Answer in Seconds	16	13	42	17	35	15	16	14	14	15	
Svc Level ²	86%	86%	71%	81%	75%	84%	81%	83%	85%	84%	75%

Repair (RRC)											
	8/3-8/9 (2009)	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)	Goals
% Abandon ¹	2%	1%	8%	9%	1%	3%	1%	1%	1%	1%	
Average Speed of Answer in Seconds	28	19	121	86	12	23	8	9	10	6	
Svc Level ²	76%	86%	64%	53%	88%	84%	94%	94%	92%	94%	80%

Collections											
	8/3-8/9 (2009)	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)	Goals
% Abandon ¹	2%	5%	1%	1%	1%	5%	6%	2%	5%	2%	5%
Average Speed of Answer in Seconds	21	36	8	7	6	53	62	22	56	22	20
Svc Level ²	79%	58%	90%	94%	95%	59%	57%	80%	61%	80%	80%

Late Order Metrics ⁶	Week Ending 8/7/09	Week Ending 8/14/09	Week Ending 8/21/09	Week Ending 8/28/09	Week Ending 9/4/09	Week Ending 9/11/09	Week Ending 9/18/09	Week Ending 9/25/09	Week Ending 10/2/09	Week Ending 10/9/09
Retail Total										
Total Late Orders - POTS	699	562	554	544	652	532	461	624	480	416
Orders late >20 Days - POTS	219	212	209	200	190	210	190	185	155	188
% Late Orders - POTS ³	27%	24%	23%	22%	25%	22%	19%	24%	19%	17%
Total Late Orders - DSL	861	781	804	874	976	772	606	748	654	709
Orders late >20 Days - DSL	251	196	189	184	173	208	202	215	224	183
% Late Orders - DSL ³	32%	30%	31%	31%	35%	32%	26%	34%	26%	28%
Total Late Orders - Other Retail	162	135	144	158	144	148	138	191	183	184
Orders late >20 Days - Other Retail	80	80	79	81	71	72	77	73	72	80
% Late Orders - Other Retail ³	36%	30%	30%	32%	32%	31%	29%	38%	32%	31%
Total Late Orders - Total Retail	1,722	1,478	1,502	1,576	1,772	1,452	1,205	1,563	1,317	1,309
Orders late >20 Days - Total Retail	550	488	477	465	434	490	469	473	451	451
% Late Orders - Total Retail ³	30%	27%	27%	27%	30%	27%	23%	29%	24%	24%

LSR										
Total Late Orders -CB- Number Portability										846
Orders Late >20 Days -CB- Number Portability										542
% Late Orders -CB- Number Portability ³										28%
Total Late Orders - JB -Standalone DL only VZ added										20
Orders Late >20 Days - JB -Standalone DL only VZ added										15
% Late Orders - JB -Standalone DL only VZ added ³										2%
Total Late Orders - All Other										577
Orders Late >20 Days - All Other										316
% Late Orders - All Other ³										51%
Total Late Orders										1,443
Total Orders late >20 Days										873
Total % Late Orders ³										28%
ASR										
Total Late Orders										288
Total Orders late >20 Days										197
Total % Late Orders ³										30%

Late Disconnects	Week Ending 8/7/09	Week Ending 8/14/09	Week Ending 8/21/09	Week Ending 8/28/09	Week Ending 9/4/09	Week Ending 9/11/09	Week Ending 9/18/09	Week Ending 9/25/09	Week Ending 10/2/09	Week Ending 10/9/09
Retail Total										
Total Disconnect Orders - POTS	168	188	161	194	241	192	181	189	193	108
Orders late >20 Days - POTS	79	78	65	85	116	106	115	106	85	0
% Disconnect Orders - POTS ³	32%	29%	26%	27%	36%	31%	27%	28%	35%	21%
Total Disconnect Orders - DSL	1,089	1,021	1,147	1,269	1,335	986	947	1,062	1,056	501
Orders late >20 Days - DSL	427	415	388	442	547	469	523	465	456	113
% Disconnect Orders - DSL ³	77%	66%	67%	70%	77%	74%	72%	80%	77%	59%
Total Disconnect Orders - Other Retail	293	295	315	297	254	276	208	227	235	219
Orders late >20 Days - Other Retail	143	135	215	223	164	143	138	153	144	151
% Disconnect Orders - Other Retail ³	69%	67%	69%	58%	60%	73%	62%	70%	68%	62%
Total Disconnect Orders - Total Retail	1,550	1,504	1,623	1,760	1,830	1,454	1,336	1,478	1,484	828
Orders late >20 Days - Total Retail	649	628	668	750	827	718	776	724	685	264
% Disconnect Orders - Total Retail ³	66%	57%	58%	58%	65%	62%	58%	63%	65%	48%
LSR										
Total Disconnect Orders -CB- Number Portability										0
Orders Late >20 Days -CB- Number Portability										0
% Disconnect Orders -CB- Number Portability ³										0%
Total Disconnect Orders - JB -Standalone DL only VZ added										26
Orders Late >20 Days - JB -Standalone DL only VZ added										26
% Disconnect Orders - JB -Standalone DL only VZ added ³										4%
Total Disconnect Orders - All Other										121
Orders Late >20 Days - All Other										54
% Disconnect Orders - All Other ³										40%
Total Disconnect Orders										147
Total Orders late >20 Days										80
Total % Disconnect Orders ³										15%
ASR										
Total Disconnect Orders										170
Total Orders late >20 Days										112
Total % Disconnect Orders ³										29%
Billing										
% Bills known to be in Error (excluding format errors)	0.00%	1.00%	1.00%	1.10%	1.10%	0.90%	1.50%	1.30%	1.70%	1.80%
Adjustments percentage ⁴										
% of bills adjusted ⁵										

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 are 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.

Flow Through						
	Total FT Pending Beginning of Week	New FT Orders Received ¹	Total Completed ²	100% FT Completed ³	Pending Total ⁴	% Flow Through
Retail (POTS, DSL, Dir Listing)						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						
LSR - JB						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						
LSR - CB						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						

	Week Ending 10/23/09	Week Ending 11/6/09	Week Ending 11/20/09	Week Ending 12/4/09	Week Ending 12/18/09
% Retail Total Orders Designed as Flow Through					
% LSR Total Orders Designed as Flow Through					

¹ Flow through eligible orders consist of only those orders with 100% system processing by design.

² These represent all Flow Through orders that have completed regardless of manual intervention.

³ These represent all flow through orders that have completed without manual intervention. These are included in the Total Completed column

⁴ Pending total represents in-flight orders that did not complete in current week and carry over to start of following week.

MAINE

Installation Activity

	8/3-8/9 (2009)	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)
% installation appts missed - customer reason										
% installation appts missed - company reason										

Repair Activity

	8/3-8/9 (2009)	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)
Total Trouble Reports - per 100 lines ¹										
Repeat Report Rate ²										
% repair appts met ³	79%	84%	82%	89%	89%	87%	89%	87%	83%	73%
% Cleared in 24 hours ⁴	32%	38%	40%	38%	42%	51%	50%	50%	50%	49%

PUC Complaints⁵

	8/3-8/9 (2009)	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)
<u>Maine</u>										
Previous Weekly Closed										84
Total Completed/Removed since Previous Reporting Period										11
Total Added since Previous Reporting Period										20
Currently Open										93

¹ To calculate this metric we will use the publicly reported Total Switched Access Lines figure as of the previous quarter.

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes 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 Appointments Met is calculated by Total Appointments Met divided by Total Appointments

⁴ % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours divided by Total appointments completed.

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.

New Hampshire

Installation Activity

	8/3-8/9 (2009)	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)
% installation appts missed - customer reason										
% installation appts missed - company reason										

Repair Activity

	8/3-8/9 (2009)	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)
Total Trouble Reports - per 100 lines ¹										
Repeat Report Rate ²										
% repair appts met ³	87%	86%	85%	84%	86%	86%	86%	87%	87%	71%
% Cleared in 24 hours ⁴	46%	57%	55%	45%	58%	57%	53%	65%	57%	54%

PUC Complaints⁵

	8/3-8/9 (2009)	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)
<u>New Hampshire</u>										
Previous Weekly Closed										
Total Completed/Removed since Previous Reporting Period										
Total Added since Previous Reporting Period										
Currently Open										

¹ To calculate this metric we will use the publicly reported Total Switched Access Lines figure as of the previous quarter.

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes Wholesale and includes customer caused troubles.

³ % Repair Appointments Met is calculated by Total Appointments Met divided by Total Appointments

⁴ % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours subtracted from the Total troubles cleared in 24 hours.

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.

Vermont

Installation Activity

	8/3-8/9 (2009)	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)
% installation appts missed - customer reason										
% installation appts missed - company reason										

Repair Activity

	8/3-8/9 (2009)	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)
Total Trouble Reports - per 100 lines ¹										
Repeat Report Rate ²										
% repair appts met ³	75%	77%	71%	65%	73%	82%	80%	83%	75%	61%
% Cleared in 24 hours ⁴	25%	30%	29%	23%	29%	53%	41%	43%	37%	30%

PUC Complaints⁵	8/3-8/9 (2009)	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)
Vermont										
Previous Weekly Closed										
Total Completed/Removed since Previous Reporting Period										
Total Added since Previous Reporting Period										
Currently Open										

¹ To calculate this metric we will use the publicly reported Total Switched Access Lines figure as of the previous quarter.

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes Wholesale and includes customer caused troubles.

³ % Repair Appointments Met is calculated by Total Appointments Met divided by Total Appointments

⁴ % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours subtracted from the Total troubles cleared in 24 hours.

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.