Ryan P. Taylor
Director – Regulatory NH
900 Elm Street, 16th floor
Manchester, NH 03101

AUG 22 2011
N.H. PUBLIC ... COMMISSION

August 19, 2011

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

RE: Northern New England Telephone Operations LLC d/b/a FairPoint Communications – NNE Quality of Service Report for July 2011

Dear Kate:

In accordance with the Commission's Electronic Report Filing (ERF) program, Northern New England Telephone Operations LLC d/b/a FairPoint Communications – NNE ("FairPoint") has electronically filed the Quality of Service report for July 2011 and is also filing the attached paper copy.

There were (37) thirty-seven exchanges that met/exceeded a 1.58 customer troubles report rate for three consecutive months ending with the July 2011 report.

Please call if you have any questions.

Sincerely,

Ryan P. Taylor

cc: Meredith Hatfield
Peter Nixon
Teresa Rosenberger
Karen Mead
John Lunny

FairPoint Communications - NNE
New Hampshire SQI Results
July 2011

					JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
1		NH 7.2.1.a-9301	POTs Premise Installation														
		CAMP	Average Days to Install	YTD													
				2010	3.8		4.0	3.9	4.3	5.0	3.8	4.4	4.4	4.5	4.2	4.3	
				YTD	3.8	3.8	3.9	3.9	4.0	4.2	4.1	4.2	4.2	4.2	4.2	4.2	4.2
				2011	4.2	4.3	4.3	4.6	4.6	5.0	4.7						
				YTD	4.2	4.3	4.3	4.4	4.4	4.6	4.6						4.6
			Baseline	TBD													
2		NH 7.2.1.b-9301	POTs Mechanized Installation	2009													
		CAMP	Average Days to Install	YTD													
				2010	2.2	2.0	3.0	2.2	2.7	2.4	2.0	2.1	2.0	2.4	2.4	2.0	
				YTD	2.2	2.1	2.4	2.4	2.4	2.4	2.4	2.3	2.3	2.3	2.3	2.3	2.3
				2011	1.7	2.1	1.9	1.9	2.6	2.2	1.7						
				YTD	1.7	1.9	1.9	1.9	2.0	2.1	2.0						2.0
			Baseline	TBD													
3		NH 7.2.1 -9301	POTs Combined Installation	2009													
		CAMP	Average Days to Install	YTD													
				2010	3.2	3.1	3.6	3.2	3.5	3.8	3.1	3.3	3.2	3.3	3.1	3.0	
				YTD	3.2	3.2	3.3	3.3	3.3	3.4	3.4	3.4	3.3	3.3	3.3	3.3	3.3
				2011	3.0	3.2	3.1	3.3	3.6	4.0	3.3						
				YTD	3.0	3.1	3.1	3.2	3.2	3.4	3.4						3.4
			Baseline	TBD													
7	R	NH 7.19.1-9401	% Installation Services Orders	2009	98	44	77	75	72	85	82	83	85	88	80	93	
		CAMP	Met Commitment	YTD	98	71	73	74	73	75	76	77	78	79	79	80	80
				2010	96	97	95	95	95	96	96	94	97	98	98	98	
				YTD	96	97	96	96	96	96	96	96	96	96	96	96	96
				2011	97	97	97	97	99	98	97						
				YTD	97	97	97	97	97	98	97						97
			Baseline	90													
			Baseline - Penalty Calculation - 2009	10	2	29	27	26	27	25	24	23	22	21	21	20	20
			Baseline - Penalty Calculation - 2010	10	4	3	4	4	4	4	4	4	4	4	4	4	4
			Baseline - Penalty Calculation - 2011	10	3	3	3	3	3	2	3						3
8		NH 7.2.1.c-9022	% Installation Service Orders	2009	n/a	100	47	25	24	37	31	30	23	16	16	100	
		CAMP	Met - w/in 30 days	YTD	n/a	100	74	57	49	47	44	42	40	37	35	41	41
				2010	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
				2011	100	100	100	100	99	99	100						
				YTD	100	100	100	100	100	100	100						100
			Baseline	95													
			Baseline - Penalty Calculation - 2009	5	n/a	0	27	43	51	53	56	58	60	63	65	59	59
			Baseline - Penalty Calculation - 2010	5	0	0	0	0	0	0	0	0	0	0	0	0	0
			Baseline - Penalty Calculation - 2011	5	0	0	0	0	0	0	0						0

FairPoint Communications - NNE
New Hampshire SQI Results
July 2011

					JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
9		NH 7.6.2-9999	% Toll and Local Assistance	2009	97	93	95	96	92	90	91	92	93	94	96	95	
		MM	Operator Calls answered within	YTD	97	95	95	95	95	94	93	93	93	93	94	94	94
			10 seconds	2010	95	95	95	95	96	98	98	97	98	98	98	97	
				YTD	95	95	95	95	95	96	96	96	96	97	97	97	97
				2011	97	98	98	97	96	97	98						
				YTD	97	98	98	98	97	97	97						97
			Baseline	**90**													
			Baseline - Penalty Calculation - 2009	**10**	3	5	5	5	5	6	7	7	7	7	6	6	6
			Baseline - Penalty Calculation - 2010	**10**	5	5	5	5	5	4	4	4	4	3	3	3	3
			Baseline - Penalty Calculation - 2011	**10**	3	2	2	2	3	3	3						3
10		NH 7.7.2-9999	% Directory Assistance and Intercept	2009	100	82	92	92	91	86	85	89	90	93	93	91	
		MM	Calls answered within	YTD	100	91	91	92	91	91	90	90	90	90	90	90	90
			10 seconds	2010	93	94	91	94	97	93	91	91	93	95	94	93	
				YTD	93	94	93	93	94	94	93	93	93	93	93	93	93
				2011	93	95	95	91	90	90	93						
				YTD	93	94	94	94	93	92	92						92
			Baseline	**85**													
			Baseline - Penalty Calculation - 2009	**15**	0	9	9	8	9	9	10	10	10	10	10	10	10
			Baseline - Penalty Calculation - 2010	**15**	7	6	7	7	6	6	7	7	7	7	7	7	7
			Baseline - Penalty Calculation - 2011	**15**	7	6	6	6	7	8	8						8
11		NH 7.8.2-9999	% Repair Service Calls answered within	2009	81	25	30	26	31	51	30	68	91	96	93	93	
		MM	20 seconds	YTD	81	53	45	41	39	41	39	43	48	53	57	60	60
				2010	96	71	94	97	97	91	89	95	97	93	92	91	
				YTD	96	84	87	90	91	91	91	91	92	92	92	92	92
				2011	94	92	92	91	86	88	89						
				YTD	94	93	93	92	91	91	90						90
			Baseline	**85**													
			Baseline - Penalty Calculation - 2009	**15**	19	47	55	59	61	59	61	57	52	47	43	40	40
			Baseline - Penalty Calculation - 2010	**15**	4	16	13	10	9	9	9	9	8	8	8	8	8
			Baseline - Penalty Calculation - 2010	**15**	6	7	7	8	9	9	10						10
12	*R*	NH 7.9.b-9999	% Business Office and Other Calls	2009	87	30	7	38	62	66	70	86	82	87	85	96	
		MM	Answered within 20 seconds	YTD	87	59	41	41	45	48	51	56	59	62	64	66	66
				2010	92	85	89	95	92	90	86	85	87	88	84	88	
			(baseline was 83 in 2010)	YTD	92	89	89	90	91	91	90	89	89	89	88	88	88
				2011	86	88	90	86	86	84	86						
				YTD	86	87	88	88	87	87	87						87
			Baseline	**85**													
			Baseline - Penalty Calculation - 2009	**23**	13	42	59	60	55	52	49	44	41	39	36	34	34
			Baseline - Penalty Calculation - 2010	**17**	8	11	11	10	9	9	10	11	11	11	12	12	12
			Baseline - Penalty Calculation - 2011	**15**	14	13	12	12	13	13	13						13
13	*R*	NH 7.12.1-9400	Customer Trouble Reports	2009	1.60	0.67	1.26	1.24	1.27	1.64	1.81	2.02	1.33	1.35	0.95	1.14	
		CAMP	Rate per 100 lines-Network	YTD	1.60	1.14	1.18	1.19	1.21	1.28	1.36	1.44	1.43	1.42	1.38	1.36	1.36
				2010	0.85	0.93	2.19	1.19	1.25	1.36	1.48	1.21	1.12	1.28	1.07	0.96	
			(baseline was 1.12 in 2010)	YTD	0.85	0.89	1.32	1.29	1.28	1.30	1.32	1.31	1.29	1.29	1.27	1.24	1.24
				2011	0.78	0.86	1.19	1.11	1.42	1.78	1.48						
				YTD	0.78	0.82	0.94	0.99	1.07	1.19	1.23						1.23
			Baseline	**1.08**													

FairPoint Communications - NNE
New Hampshire SQI Results
July 2011

					JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
14	R	NH 7.13.c-9400	% OOS Troubles cleared within	2009	62	76	67	72	67	64	61	63	74	70	68	73	
		FIRESTG	24 hours (excluding Sunday)	YTD	62	69	68	69	69	68	67	66	67	68	68	68	68
				2010	75	73	63	89	93	92	83	81	88	83	87	90	
			(baseline was 87 in 2010)	YTD	75	74	70	75	79	81	81	81	82	82	82	83	83
				2011	90	92	93	96	96	89	89						
				YTD	90	91	92	93	93	93	92						92
			Baseline	**90**													
			Baseline - Penalty Calculation - 2009	**20**	38	31	32	31	31	32	33	34	33	32	32	32	32
			Baseline - Penalty Calculation - 2010	**13**	25	26	30	25	21	19	19	19	18	18	18	17	17
			Baseline - Penalty Calculation - 2011	**10**	10	9	8	7	7	7	8						8
15	R	NH 7.16.a-9400	% Repair Commitments Met	2009	77	75	69	77	80	81	85	86	90	89	91	89	
		CAMP		YTD	77	76	74	75	76	77	78	79	80	81	82	82	82
				2010	93	93	84	93	94	94	89	89	93	90	92	90	
			(baseline was 89 in 2010)	YTD	93	93	90	91	91	92	91	91	91	91	91	91	91
				2011	91	93	94	95	97	93	94						
				YTD	91	92	93	93	94	94	94						94
			Baseline	**90**													
			Baseline - Penalty Calculation - 2009	**15**	23	24	26	25	24	23	22	21	20	19	18	18	18
			Baseline - Penalty Calculation - 2010	**11**	7	7	10	9	9	8	9	9	9	9	9	9	9
			Baseline - Penalty Calculation - 2011	**10**	9	8	7	7	6	6	6						6
16		NH 7.10-9999	% Dialtone Speed within 3 seconds	2009	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	
		MM		YTD	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	100
				2010	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
				2011	100	100	100	100	100	100	100						
				YTD	100	100	100	100	100	100	100						100
			Baseline	**98**													
			Baseline - Penalty Calculation - 2009	**2**	n/a	n/a	n/a	0	0	0	0	0	0	0	0	0	0
			Baseline - Penalty Calculation - 2010	**2**	0	0	0	0	0	0	0	0	0	0	0	0	0
			Baseline - Penalty Calculation - 2011	**2**	0	0	0	0	0	0	0						0
17		NH 7.11-9999	% Call Completion	2009	n/a	n/a	n/a	98	97	98	98	98	100	98	98	98	
		MM		YTD	n/a	n/a	n/a	98	98	98	98	98	98	98	98	98	98
				2010	98	98	98	98	98	98	99	98	98	99	98	98	
				YTD	98	98	98	98	98	98	98	98	98	98	98	98	98
				2011	98	98	98	98	98	98	98						
				YTD	98	98	98	98	98	98	98						98
			Baseline	**97**													
			Baseline - Penalty Calculation - 2009	**3**	n/a	n/a	n/a	2	2	2	2	2	2	2	2	2	2
			Baseline - Penalty Calculation - 2010	**3**	2	2	2	2	2	2	2	2	2	2	2	2	2
			Baseline - Penalty Calculation - 2011	**3**	2	2	2	2	2	2	2						2
18		NH 7.4.b-9021	Held Orders	2009	n/a	2.73	4.74	7.99	14.60	N/A	N/A	N/A	26.10	24.50	20.70	14.80	
		CAMP	Average Total Delay Days	YTD	n/a	2.73	3.74	5.15	7.52	7.52	7.52	7.52	11.23	13.44	14.48	14.52	14.52
				2010	12.30	10.50	2.00	9.00	10.50	7.43	8.50	4.71	4.40	4.67	2.83	9.60	
			(baseline was 6.46 in 2010)	YTD	12.30	11.40	8.27	8.45	8.86	8.62	8.60	8.12	7.70	7.40	6.99	7.20	7.20
				2011	6.00	5.00	4.50	2.40	3.67	3.78	4.33						
				YTD	6.00	5.50	5.17	4.48	4.31	4.23	4.24						4.24
			Baseline	**6.21**													

FairPoint Communications - NNE
New Hampshire SQI Results
July 2011

					JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
			Tracking Only														
19		NH 7.3-9022	Total Held Orders on Hand	2009	9	424	6,511	9,620	3,060	0	0	0	42	3	5	11	
		CAMP	Month End	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
				2010	3	2	1	4	6	5	2	2	9	8	11	8	
				YTD	3	3	2	3	3	4	3	3	4	4	5	5	5
				2011	7	5	5	5	9	5	8						
				YTD	7	6	6	6	6	6	6						6
20	R	NH 7.4.a-9022	Average Delay Days for Installation	2009	6.97	17.30	4.60	5.60	11.80	6.60	5.40	3.10	2.90	3.40	3.50	3.60	
		CAMP	of Service	YTD	6.97	12.14	9.62	8.62	9.25	8.81	8.32	7.67	7.14	6.77	6.47	6.23	6.23
				2010	7.10	3.10	2.86	1.86	2.70	2.34	2.43	2.01	2.10	2.41	2.64	2.55	
				YTD	7.10	5.10	4.35	3.73	3.52	3.33	3.20	3.05	2.94	2.89	2.87	2.84	2.84
				2011	2.00	2.58	1.61	1.70	4.70	3.89	4.69						
				YTD	2.00	2.29	2.06	1.97	2.52	2.75	3.02						3.02
21	R	NH 7.5-9022	Number of Installation Orders	2009	10,944	149	1,426	8,692	3,515	10,128	7,922	7,840	12,004	11,626	8,105	7,162	
		CAMP		YTD	10,944	11,093	12,519	21,211	24,726	34,854	42,776	50,616	62,620	74,246	82,351	89,513	89,513
				2010	7,902	11,223	8,150	7,727	6,777	7,662	6,309	6,756	6,925	8,804	7,905	6,041	
				YTD	7,902	19,125	27,275	35,002	41,779	49,441	55,750	62,506	69,431	78,235	86,140	92,181	92,181
				2011	6,359	5,315	5,778	6,575	7,539	6,846	4,701						
				YTD	6,359	11,674	17,452	24,027	31,566	38,412	43,113						43,113
22	R	NH 7.5.a-9022	Number of Access Lines Installed	2009	3,482	0	82	1,254	709	2,420	2,017	1,874	1,917	2,051	1,571	1,586	
		CAMP		YTD	3,482	3,482	3,564	4,818	5,527	7,947	9,964	11,838	13,755	15,806	17,377	18,963	18,963
				2010	1,249	1,437	1,470	1,554	1,525	1,907	1,800	1,669	1,596	1,413	1,490	1,351	
				YTD	1,249	2,686	4,156	5,710	7,235	9,142	10,942	12,611	14,207	15,620	17,110	18,461	18,461
				2011	1,048	1,181	1,406	1,401	1,477	1,639	1,313						
				YTD	1,048	2,229	3,635	5,036	6,513	8,152	9,465						9,465
23		NH 7.8.a-9999	% Abandoned Repair Calls	2009	1.4	25.4	26.2	17.8	15.8	10.7	23.6	5.8	1.2	0.6	1.0	0.7	
		MM		YTD	1.4	13.4	17.6	17.7	17.3	16.2	17.3	15.8	14.2	12.8	11.8	10.8	10.8
				2010	0.5	11.0	0.7	0.4	0.3	0.8	0.8	0.4	0.4	0.8	0.7	0.5	
				YTD	0.5	5.8	4.1	3.2	2.6	2.3	2.1	1.9	1.7	1.6	1.5	1.4	1.4
				2011	0.8	0.8	0.9	0.8	1.7	1.3	1.2						
				YTD	0.8	0.8	0.8	0.8	1.0	1.1	1.1						1.1
24	R	NH 7.15.a-9500	Mean Time to Repair (Hours)	2009	33.22	38.40	55.90	35.70	28.80	31.70	28.80	25.50	23.20	24.60	23.90	22.20	
		CAMP	All Service Problems	YTD	33.22	38.40	47.15	43.33	39.70	38.10	36.55	34.97	33.50	32.51	31.65	30.79	30.79
				2010	20.60	19.90	27.90	16.70	14.25	15.01	18.50	18.28	15.35	18.19	16.38	15.20	
				YTD	20.60	20.25	22.80	21.28	19.87	19.06	18.98	18.89	18.50	18.47	18.28	18.02	18.02
				2011	15.86	15.01	13.53	11.53	12.53	15.55	13.76						
				YTD	15.86	15.44	14.80	13.98	13.69	14.00	13.97						13.97
25	R	NH 7.14-9400	# Repeat Trouble Reports	2009	n/a	198	591	552	552	774	903	951	685	636	394	475	
		CAMP		YTD	n/a	198	789	1,341	1,893	2,667	3,570	4,521	5,206	5,842	6,236	6,711	6,711
				2010	369	282	1,029	532	497	567	581	526	469	513	432	325	
				YTD	369	651	1,680	2,212	2,709	3,276	3,857	4,383	4,852	5,365	5,797	6,122	6,122
				2011	259	296	397	398	523	655	475						
				YTD	259	555	952	1,350	1,873	2,528	3,003						3,003
26	R	NH 7.17-9400	Access Lines in Service	2009	415,671	352,237	346,160	339,453	336,102	332,140	325,953	319,910	310,287	304,249	298,441	293,404	331,167
		CAMP		2010	287,424	283,201	278,422	277,044	276,305	274,473	270,811	266,471	263,152	257,274	252,309	248,630	269,626
				2011	245,881	243,621	240,851	240,018	240,442	240,088	238,597						241,357
27		NH 7.4.1-9022	Held Orders over 30 Days	2009	3	0	512	2,169	412	0	0	0	0	1	4	7	
		CAMP	(for facility reasons)	YTD	3	2	172	671	619	619	619	619	619	310	282	259	259
				2010	1	1	1	1	2	2	0	0	0	1	1	0	
				YTD	1	1	1	1	1	1	1	1	1	1	1	1	1
				2011	3	2	2	1	2	2	1	0					
				YTD	3	3	2	2	2	2	2	2					2

FairPoint Communications - NNE

New Hampshire SQI Results

July 2011

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
1/20/10 - Penalty calculations updated to reflect same methodology of calculating penalties as Maine													
(inserted a row for each metric that will calculate the penalty based on "% not met" - Maine methodology)													
Metric #	SQI Description												
7	% Installation Service Orders - Met Commitments (penalty is % NOT MET)												
8	% Installation Service Orders - Met w/in 30 days (penalty is % NOT MET)												
9	Toll and Assist - Operator calls answered w/in 10 seconds (penalty is NOT ANSWERED w/in 90 seconds)												
10	Directory Assistance and Intercept calls answered w/in 15 seconds (penalty is NOT ANSWERED w/in 85 seconds)												
11	Repair Service calls answered w/in 10 seconds (penalty is NOT ANSWERED w/in 90 seconds)												
12	Business Office - Calls answered w/in 20 seconds (penalty is NOT ANSWERED w/in 80 seconds)												
14	% OOS Troubles cleared w/in 24 hours (excluding Sunday) (penalty is NOT CLEARED)												
15	% Repair Commitments Met (penalty is NOT MET)												

Central Offices with Customer Trouble Reports > 1.58

Attachment 1
Item 12a

2011 & 2010 Report

01/20/11	02/19/11	03/19/11	04/20/11	05/20/11	06/21/11	<2011 07/20/11	2010> 08/20/10	09/20/10	10/20/10	11/20/10	12/21/10
Bedford	Atkinson	Alstead	Atkinson	Alstead	Alstead	Ashland	Bedford	Candia	Alstead	Alstead	Colebrook
Danbury	Center Sandwich	Atkinson	Belmont	Ashland	Ashland	Atkinson	Belmont	Center Sandwich	Atkinson	Atkinson	Deerfield
Enfield	Deerfield	Canaan	Canaan	Atkinson	Atkinson	Barrington	Canaan	Danbury	Bedford	Candia	Franconia
Greenfield	Groveton	Canterbury	Candia	Barrington	Barrington	Bedford	Candia	Fitzwilliam	Bethlehem	Center Ossipee	Hinsdale
Lyme	Hampstead	Charlestown	Canterbury	Belmont	Belmont	Berlin	Center Sandwich	Gorham	Bristol	Center Sandwich	Jaffrey
Newport	Jefferson	Claremont	Center Sandwich	Bristol	Bristol	Campton	Danbury	Groveton	Campton	Danbury	Kingston
Pike	Kingston	Danbury	Charlestown	Campton	Campton	Canaan	Dublin	Hampton	Canaan	Deerfield	Lisbon
	Lyme	Enfield	Colebrook	Canaan	Canaan	Candia	Durham	Hanover	Candia	Hampton	Lyme
	Pelham	Epping	Epsom	Candia	Candia	Canterbury	Epsom	Jefferson	Canterbury	Hanover	Marlow
	Penacook	Farmington	Errol	Canterbury	Canterbury	Center Harbor	Exeter	Kingston	Center Sandwich	Keene	Milan
	Suncook	Franklin	Franconia	Center Harbor	Center Harbor	Center Ossipee	Fitzwilliam	Lancaster	Danbury	Kingston	Milton
	Walpole	Greenville	Franklin	Charlestown	Center Sandwich	Center Sandwich	Franconia	Lyme	Deerfield	Lyme	Milton Mills
	Winchester	Groveton	Goffstown	Colebrook	Charlestown	Claremont	Gorham	Marlow	Dublin	Madison	North Haverhill
		Hanover	Greenfield	Danbury	Colebrook	Colebrook	Groveton	Milan	Durham	Meredith	Penacook
		Jefferson	Greenville	Deerfield	Conway	Conway	Hampstead	Milton Mills	Farmington	Milan	Pike
		Kingston	Groveton	Enfield	Danbury	Danbury	Hampton	Pike	Fitzwilliam	Milton Mills	Pittsburg
		Lancaster	Hampstead	Epping	Deerfield	Deerfield	Hanover	Plaistow	Franklin	North Stratford	Rumney
		Lebanon	Hampton	Farmington	Durham	Dublin	Jefferson	Raymond	Gorham	Pittsburg	Suncook
		Lyme	Hanover	Franconia	Enfield	Enfield	Kingston	Rumney	Greenfield	Rumney	Tamworth
		New Boston	Jefferson	Franklin	Epping	Epping	Lancaster	Rye Beach	Groveton	Rye Beach	Whitefield
		Newport	Kingston	Glendale	Epsom	Errol	Lyme	Seabrook	Hampstead	Sullivan	
		North Stratford	Lisbon	Gorham	Errol	Fitzwilliam	Milan	Sullivan	Hanover	Sunapee	
		Northwood	Littleton	Greenfield	Exeter	Franconia	Newmarket	Suncook	Hinsdale	Tamworth	
		Pike	Lyme	Groveton	Fitzwilliam	Glendale	Pelham	Warren	Jaffrey	Walpole	
		Plymouth	Marlboro	Hampstead	Franconia	Goffstown	Peterborough	Whitefield	Kingston	Winchester	
		Raymond	Milton Mills	Hampton	Franklin	Gorham	Pike	Winchester	Lancaster		
		Spofford	Newport	Hanover	Glendale	Greenfield	Raymond		Lyme		
		Suncook	North Stratford	Harrisville	Gorham	Groveton	Rumney		Marlow		
		Tamworth	Northwood	Jefferson	Greenfield	Hampton	Rye Beach		Milan		
		Twin Mountain	Pelham	Kingston	Greenville	Hancock	Somersworth		Milford		
		Walpole	Pike	Lancaster	Hampton	Hanover	Sullivan		Milton Mills		
		Warren	Pittsfield	Lyme	Hancock	Harrisville	Warren		Moultonboro		
		Woodsville	Suncook	Marlow	Hanover	Kingston	West Stewartstown		Nashua		
			Tamworth	Meredith	Hinsdale	Lancaster			New Boston		
			Tilton	Merrimack	Jefferson	Lebanon			Penacook		
			Twin Mountain	Milan	Kingston	Lisbon			Pike		
			Winchester	Milford	Laconia	Lyme			Raymond		
				Milton	Lancaster	Madison			Rumney		
				Milton Mills	Lebanon	Marlow			Spofford		
				Moultonboro	Lisbon	Meredith			Sullivan		
				New Boston	Littleton	Milan			Sunapee		
				Newmarket	Lyme	Moultonboro			Tamworth		
				North Stratford	Madison	New Boston			Walpole		
				Northwood	Marlboro	Newmarket			Warren		
				Pelham	Marlow	Newport			West Stewartstown		
				Penacook	Merrimack	North Haverhill			Winchester		
				Pike	Milan	North Stratford					
				Pittsburg	Milton	Northwood					
				Pittsfield	Milton Mills	Pelham					
				Plaistow	Nashua	Penacook					
				Plymouth	New Boston	Pike					

01/20/11	02/19/11	03/19/11	04/20/11	05/20/11	06/21/11	07/20/11	08/20/10	09/20/10	10/20/10	11/20/10	12/21/10
				Portsmouth	Newport	Pittsburg					
				Raymond	North Stratford	Pittsfield					
				Rumney	Northwood	Plaistow					
				Rye Beach	Pelham	Rindge					
				Seabrook	Penacook	Rumney					
				Spofford	Pike	Sanbornville					
				Sunapee	Pittsburg	Somersworth					
				Suncook	Pittsfield	Sullivan					
				Weirs Beach	Plaistow	Sunapee					
				Whitefield	Plymouth	Tamworth					
				Winchester	Portsmouth	Tilton					
				Woodsville	Rindge	Troy					
					Rochester	Warren					
					Rumney	Waterville Valley					
					Rye Beach	West Stewartstown					
					Sanbornville	Winchester					
					Seabrook						
					Spofford						
					Sunapee						
					Suncook						
					Tamworth						
					Troy						
					Twin Mountain						
					Warren						
					Weirs Beach						
					West Stewartstown						
					Westmoreland						
					Whitefield						
					Winchester						
					Wolfboro						

Held Orders > 30 days										Attachment 2	
				2011 & 2010						Item 4	
						<2011	2010>				
01/20/11	02/19/11	03/19/11	04/20/11	05/20/11	06/22/11	07/20/11	08/20/10	09/20/10	10/20/10	11/20/10	12/21/10
Franconia	Franconia	Franconia	Nashua	Franconia	Conway	N/A	N/A	N/A	Newport	Portsmouth	N/A
Nashua	Nashua	Nashua		Nashua	Lebanon						
Plaistow											