



Kevin M. Shea
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March 20, 2009

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

Dear Kate:

In accordance with the Commission's Electronic Report Filing (ERF) program, **FairPoint Communications - NNE** has electronically filed the Quality of Service report for February 2009 and is also filing the attached paper copy.

There were no exchanges that **met/exceeded** a 2.5 customer troubles report rate for three consecutive months ending with the February 2009 report. Attached is a breakdown of the additional rehabilitation work that **FairPoint Communications** completed in order to address various affected exchanges in the state.

Please call if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin M. Shea".

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Karen Mead
Jeff Allen
Erin Austin



QUALITY OF SERVICE REPORT- NEW HAMPSHIRE

FairPoint NNE
Monthly Service Quality Report

		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum
Installation of Service															
1	Percent Installation orders appointed wlin 3 days	2007	94.98	96.28	96.14	91.53	89.29	92.68	95.68	95.79	94.63	91.15	92.25	92.82	93.60
		2008	90%	94.20	95.16	95.59	91.56	89.12	92.33	96.16	96.01	95.52	92.38	93.15	94.41
		2009	track	94.76	Note 1										
2	Percent Meet Installation Appointments	2007	96.89	97.92	97.38	97.07	97.13	96.99	97.18	97.05	97.34	98.21	97.751	97.90	97.40
	Company Reasons	2008	90%	97.11	97.36	97.591	96.71	99.12	98.51	97.70	96.92	98.25	98.60	98.16	97.30
		2009		98.18	47										
3	Total Held Orders on Hand - Month end	2007	41	19	22	18	30	24	19	37	29	25	32	27	27
		2008	track	17	19	12	14	11	14	13	25	11	8	19	14
		2009		9	434										9
4	Held Orders over 30 days	2007	6/mo.	1	1	1	0	2	0	1	4	2	2	4	2
		2008	*30/25/20	1	2	2	1	2	0	2	2	3	2	2	2
		2009		3	0										3
4a	Average Delay Days	2007		12.99	8.53	8.74	14.92	8.50	5.48	5.54	13.45	23.04	20.63	13.41	12.13
		2008		8.69	10.55	12.63	6.54	11.78	10.38	6.28	10.84	14.73	15.92	8.42	10.23
		2009		6.97	2.73										6.97
5	Number of installation orders	2007		20,603	16,221	16,617	17,348	21,925	17,922	15,933	14,847	13,358	18,262	13,756	16,432
		2008		12,721	9,451	9,426	12,868	16,676	13,722	11,628	10,561	12,549	16,137	12,068	12,423
		2009		10,944	400										10,944
5a	Access Line Inward Movement per ALIS - located	2007		6,400	5,501	5,719	5,604	6,838	8,331	6,114	6,776	5,020	5,510	4,691	70,649
		2008		4,806	3,960	3,896	3,967	3,882	4,370	4,287	4,344	4,691	4,426	4,067	49,686
		2009		3,482	380										
Company Accessibility															
6	% Toll & Assist answer time within 10 seconds	2007		2.4	2.8	3.1	2.9	3.4	3.1	3.1	3.4	3.0	3.3	3.1	3.0
	average speed of answer (seconds)	2007		95.6	95.7	93.9	95.7	93.9	95.2	94.7	93.7	95.7	94.2	94.0	94.8
	% Toll & Assist answer time within 10 seconds	2008		2.0	2.2	2.6	1.2	1.4	1.5	5.4	1.5	1.2	1.2	1.2	1.9
	average speed of answer (seconds)	2008		97.1	96.6	95.1	98.0	97.5	97.2	95.7	97.3	97.7	98.5	98.2	97.1
	% Toll & Assist answer time within 10 seconds	2009		97.3	84.3										97.3
	average speed of answer (seconds)	2009		1.5	2.0										1.5
7	% Directory Assistance answer within 10 sec.	2007		3.7	3.4	4.4	4.2	4.4	4.7	3.8	2.2	3.1	3.6	3.4	3.7
	average speed of answer (seconds)	2007		92.7	93.9	89.9	90.9	89.7	87.5	92.3	96.2	94.8	95.3	95.0	92.6
	% Directory Assistance answer within 10 sec.	2008		3.8	3.7	2.9	2.7	2.1	2.1	2.2	1.2	1.1	1.2	1.1	2.1
	average speed of answer (seconds)	2008		92.0	93.3	94.8	95.6	97.7	97.9	96.5	99.7	99.7	99.8	99.9	97.2
	% Directory Assistance answer within 10 sec.	2009		99.6	82.3										99.6
	average speed of answer (seconds)	2009		1.5	4.0										1.5
8	% Repair Service answer within 20 sec.	2007		4.5	5.0	6.7	4.1	4.7	5.1	4.8	5.9	4.5	5.1	4.3	5.0
	average speed of answer	2007		86.3	86.7	87.7	85.4	86.2	86.1	85.9	86.8	86.5	86.1	89.5	86.9
	% Repair Service answer within 20 sec.	2008		4.8	6.8	5.0	4.9	5.0	6.21	7.1	6.4	5.8	4.4	5.1	5.5
	average speed of answer	2008		67.6	87.2	89.3	93.0	92.3	85.0	80.3	84.5	93.8	92.4	90.5	86.1
	% Repair Service answer within 20 sec.	2009		4.8	25.2										4.8
	average speed of answer	2009		81.2	212.0										81.2

8a	% of calls to a repair number that are abandoned	2007	1.8%	1.7%	1.8%	1.5%	1.2%	1.3%	1.4%	1.3%	1.3%	1.4%	1.2%	1.2%	1.43%
		2008	1.2%	1.4%	1.1%	1.4%	1.3%	1.6%	1.4%	1.5%	1.6%	1.1%	1.1%	1.1%	
		2009	1.40%	25.40%											1.37%
Network Call Completion															
11	Peak Period Central office-performance	see separate report													
Customer Trouble Reports															
12	Total Report Rate including subsequents	2007	1.93	0.90	1.56	3.30	2.05	2.24	2.33	1.96	1.69	1.96	1.20	1.10	1.85
		2008	1.22	1.82	1.42	1.25	1.17	1.97	2.51	2.37	1.64	1.59	1.40	1.42	1.90
		2009	1.60	0.64	THIS NUMBER DOES NOT CONTAIN SUBSEQUENT REPORTS. IT IS NOTABLE TO BE CAPTURED AT THIS TIME.										1.60
12a	See Attachment I for list of exchanges >2.5														
13	Percent Out of Service Cleared within 24 hours (Sundays excluded)	2007	67.58	82.99	69.97	48.42	59.56	66.70	65.36	69.11	68.65	73.07	75.54	79.02	68.83
		2008	66.18	70.16	79.72	85.75	85.17	76.76	64.92	62.05	77.02	73.68	78.85	41.81	71.84
	North	2009	76.58	NOT AVAILABLE AT THE NORTH/SOUTH BREAKOUT										76.58	
	South	2009	52.59											52.59	
	Total	2009	61.60	97.85											61.60
14	# of Out of Service Cleared within 24 hours	2007	5,555	2,953	4,258	6,818	4,574	5,962	5,906	5,221	4,205	5,118	3,313	3,127	4,751
		2008	3,106	4,662	3,665	3,421	3,102	5,143	5,380	4,786	3,800	3,487	3,258	5,452	4,105
	North	2009	1,316	NOT AVAILABLE AT THE NORTH/SOUTH BREAKOUT										1,316	
	South	2009	1,514											1,514	
	Total	2009	2,830	1,870											2,830
15a	Average Completion Time for Repairs (hours)	2007	track	23.52	17.57	21.92	44.80	32.02	24.27	24.67	22.83	23.57	21.58	19.90	24.58
		2008	*27/25	20.00	21.11	18.58	16.23	17.04	20.25	24.02	25.71	21.63	20.26	19.37	23.19
		2009		54.13	23.55										54.13
15b	Estimated Average Completion Time for Repair (hours) (Sundays excluded)	2007		19.77	13.65	18.68	41.65	28.15	21.47	20.83	20.30	20.65	17.28	17.48	21.30
		2008		18.22	19.18	15.63	14.02	14.97	16.88	20.80	22.65	17.70	18.32	16.12	19.81
		2009		30.77	23.55										30.77
16	Percent met repair appointments	2007	77.34	85.66	77.44	68.78	75.66	80.88	80.71	81.04	79.38	80.87	85.70	83.11	79.70
		2008	80.72	78.71											
	North	2009	86.25	NOT AVAILABLE AT THE NORTH/SOUTH BREAKOUT										86.26	
	South	2009	68.14											68.14	
	Total	2009	77.20	9.97											77.20
ALIS		2007	574,789	571,410	567,321	563,110	558,298	555,035	550,606	545,442	507,777	503,613	498,370	493,595	540,862
		2008	488,109	482,104	477,012	470,222	464,350	456,916	450,231	443,725	438,005	432,001	427,079	421,862	454,301
		2009	415,671	358,314	MISSING 4 EXCHANGES - Note 2										
Note 1 - There are issues with the system that is reporting this data and will be updates once the error is corrected.															
note 2 - There are 4 missing exchanges, they are Salem, Candia, Hanover and Woodsville, we will update this once the error is corrected within the systems.															

Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2009	2009	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008
Fitzwilliam	N/A		Hampstead	Perham	Deerfield	Deerfield	Deerfield	Deerfield	Deerfield	Atkinson	Alstead
				New Boston	Bedford	Candia	New Boston	Epsom	Belmont	Atkinson	
		Belmont	Belmont	Errol	Barrington	New Boston	Goffstown	Goffstown	Goffstown	Danbury	Bedford
		Rumney	Rumney	Frankconia				Epping	Hampstead	Enfield	Belmont
				New Market	Raymond	Atkinson	Kingston	Hampton	Fitzwilliam	Bristol	Candia
				Rye Beach	Atkinson	Hampstead	Westmoreland	Marlow	Frankconia		
				Seabrook	Hampstead	Perham	Hamsville	Perham	Pittsburg	Milton Mills	Canaan
				Westmoreland	Perham	Milford	Pittsfield	Plymouth	Penacook	Center Sandwich	Canterbury
				Canaan	Salem	Barrington	Epsom	Raymond	Rumney	Charlestown	
				Errol	Marford	Kingston	Epsom				
				Hanover	Barrington	Milton	Franklin	Suncook	Twin Mountain	Danbury	
				Sunapee	Epping	Milton Mills	Center Harbor				Deerfield
				Lyme	Kingston	Newmarket	Rumney				Derry
				Greenfield	Nelson	Sandownville	Tamworth				Dover
				Suncook	Danbury	Newmarket	Errol				Dublin
				Ashland	Rye Beach	Portsmouth	Pittsburg	Watch List-Aug.			Epping
				Belmont	Seabrook	Workboro	Canaan				Epsom
				Center Harbor	Durham	Marlow	Center Sandwich				Exeter
				Center Despeie	Portsmouth	Canaan					Farmington
				Center Sandwich	Workboro	Enfield	Frankconia				Fitzwilliam
				Merideth	Westmoreland	Hanover	Leban				Franklin
				Rumney	Marlow	Wapake	Lyme				Goffstown
				Tamworth	Lebanon	Sunapee	Nelson Mills				Greenfield
				Bethlehem	Fitzwilliam	Alstead	Seabrook				Greenville
				Colabrooke	Hanover	Newport					Hampstead
				Errol	Wapake	Pittsfield					Hancock
				Frankconia	Sunapee	Epsom					Hanover
				Jefferson	Lyme	Bristol					Harrisville
				Lancaster	Charlestown	Penacook					Hinsdale
				Liston	Hamsville	Danbury					Jaffrey
				Mass	Alstead	Canterbury					Jefferson
				N. Shawford	Salem	Franklin					Kingston
				Pike	Newport	Northwood					Lebanon
				Pittsburg	Greenville	Ashland					Usbon
				Whiteford	Rindge	Belmont					Lyme
				Liston	Center Harbor	Center Despeie					Marlow
				Plymouth	Pittsfield	Center Despeie					Mariboro
				Grovelton	Errol	Center Sandwich					Merrimack
				Penacook	Gondola						Milford
				Danbury	Merideth						Milton
				Canterbury	Rumney						Milton Mills
				Franklin	Tamworth						Nashua

FairPoint Communications Network Improvement Plan- 03/20/09

Construction Work

BERLIN

A job along Bridge and Rheims Streets replaced 2600 feet of a deteriorated 50 pair cable that corrected trouble spots in the area.

BRISTOL

A job along Main Street replaced approximately 180 feet of a deteriorated 400 pair cable that corrected the trouble spots in that area.

A job along Pinnacle Hill Road replaced 800 feet of a deteriorated 200 pair cable that corrected troubles in the area.

FRANKLIN

A job along Calef Hill Road replaced approximately 3300 feet of a 50 pair cable to correct troubles in the area.

A job along Prospect Street replaced approximately 600 feet of a 50 pair cable to correct troubles in the area.

GROVETON

A job along Lost Nation Road replaced 250 feet of a deteriorated 50 pair cable that corrected many trouble locations in this neighborhood.

MANCHESTER

A job along South River Road replaced approximately 485 feet of a 400 pair cable to correct troubles in the area.

PITTSFIELD

A job along the Concord/Pittsfield Road replaced approximately 600 feet of a 100 pair cable to correct troubles in the area.

PITTSBURG

A job along State Highway 3 replaced approximately 400 feet of a 100 pair cable to correct troubles in the area.

TWIN MOUNTAIN

A job along State Highway 3 replaced approximately 500 feet of a 100 pair cable to correct troubles in the area.

WHITEFIELD

A job along Wood Thrush Acres Road replaced approximately 250 feet of a 50 pair cable to correct troubles in the area.

A job along Blakesley Road replaced approximately 200 feet of a 50 pair cable to correct troubles in the area.

A job along Hall Road replaced approximately 1,500 feet of a 50 pair cable to correct troubles in the area.