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January 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 December 2008 and is also filling the attached paper copy.

There were three (3) exchanges that met/exceeded a 2.5 customer troubles report rate for three consecutive months ending with the December 2008 report.

Please call if you have any questions.

Sincerely,

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Karen Mead
Jeff Allen
Erin Austin

	2008	Z				1.25	1.17	1.97	2.51	2.37	1.64	1.69	1.4	ddZ	1.90
12a See Attachment 1 for list of exchanges >2.5															
13 Percent Out of Service Cleared within 24 hours (Sundays excluded)															
	2007														68.86
	North	2008				85.07	85.16	89.26	60.40	55.17	74.52	73.70	74.57	48.76	70.54
	South	2008				86.53	85.17	88.80	71.04	74.18	80.08	73.64	84.08	37.43	74.86
	Total	2008				85.75	85.17	76.76	64.92	62.05	77.02	73.68	78.85	41.61	71.84
14 # of Out of Service Cleared within 24 hours															
	2007														4,751
	North District	2008				1,808	1,727	2,829	2,815	2,656	2,020	2,070	1,652	2,469	2,198
	South District	2008				1,613	1,375	2,314	2,565	2,130	1,780	1,417	1,806	2,983	1,907
	Total	2008	track			3421	3102	5143	5380	4786	3,800	3,487	3,258	5,452	4,105
15a Average Completion Time for Repairs (hours)															
	2007	track													24.58
	2008	*27/25				16.23	17.04	20.25	24.02	25.71	21.63	20.26	19.37	54.13	23.19
15b Estimated Average Completion Time for Repair (hours) (Sundays excluded)															
	2007														21.30
	2008					14.02	14.97	16.88	20.80	22.65	17.70	18.32	16.12	43.20	19.81
16 Percent met repair appointments															
	2007														79.71
	North	2008				87.80	88.43	83.77	82.46	76.45	84.71	86.96	96.47	71.14	83.16
	South	2008	90%			89.41	87.76	89.47	82.12	81.53	85.15	83.80	87.56	55.51	82.05
	total	2008	* 78/80			88.61	88.10	86.62	82.30	79.99	84.93	85.38	87.02	63.33	82.60
ALIS															
	2,007														517,135
	2,008					470,222	464,350	456,916	450,231	443,725	438,005	432,001	427,079	421,862	454,301
*** - FairPoint access to this information has been removed and we are working to regain access to this information. Updates will be made when access is restored.															

Jan 2008	Feb 2008	Mar 2008	April 2008	May 2008	JUNE 2008	July 2008	Aug 2008	Sept 2008	Oct 2008	Nov 2008	Dec 2008
			Hampstead	Pelham	Deerfield	Deerfield	Deerfield	Deerfield	Deerfield	Atkinson	Alstead
			Pelham	Rye Beach	New Boston	Bedford	Candia	New Boston	Epsom	Belmont	Atkinson
			Sunapee	Glendale	Milford	Candia	New Boston	Hampstead	Errol	Canterbury	Barrington
			Belmont	Errol	Barrington	New Boston	Goffstown	Pelham	Goffstown	Danbury	Bedford
			Rumney	Franconia	Milton Mills	Goffstown	Raymond	Epping	Hampstead	Enfield	Belmont
					New Market	Raymond	Atkinson	Kingston	Hampton	Fitzwilliam	Bristol
					Rye Beach	Atkinson	Hampstead	Westmoreland	Marlow	Franconia	Candia
					Seabrook	Hampstead	Pelham	Harrisville	Pelham	Lyme	Canaan
					Westmoreland	Pelham	Milford	Pittsfield	Pittsburg	Milton Mills	Canterbury
					Cannan	Salem	Barrington	Suncook	Plymouth	Penacook	Center Sandwich
					Enfield	Milford	Kingston	Epsom	Raymond	Rumney	Charlestown
					Hanover	Barrington	Milton	Franklin	Suncook	Twin Mountain	Danbury
					Sunapee	Epping	Milton Mills	Center Harbor			Deerfield
					Lyme	Kingston	Newmarket	Rumney			Derry
					Greenville	Milton	Sambornville	Tamworth			Dover
					Suncook	Milton Mills	Seabrook	Colebrook			Dublin
					Danbury	Newmarket	Durham	Errol			Durham
					Ashland	Rye Beach	Portsmouth	Pittsburg	<u>Watch List-Aug</u>		Epping
					Belmont	Seabrook	Wolfeboro		Canaan		Epsom
					Center Harbor	Durham	Marlow		Center Sandwich		Exeter
					Center Ossipee	Portsmouth	Canaan		Danbury		Farmington
					Center Sandwich	Wolfeboro	Enfield		Franconia		Fitzwilliam
					Merideth	Westmoreland	Hanover		Lisbon		Franklin
					Rumney	Marlow	Walpole		Lyme		Goffstown
					Tamworth	Lebanon	Sunapee		Milton Mills		Greenfield
					Warren	Cannan	Lyme		Seabrook		Greenville
					Bethlehem	Fitzwilliam	Alstead				Hampstead
					Colebrooke	Hanover	Newport				Hampton
					Errol	Walpole	Pittsfield				Hancock
					Franconia	Sunapee	Epsom				Hanover
					Jefferson	Lyme	Bristol				Harrisville
					Lancaster	Charlestown	Penacook				Hinsdale
					Lisbon	Harrisville	Danbury				Jaffrey
					Milan	Alstead	Canterbury				Jefferson
					N. Stratford	Sullivan	Franklin				Kingston
					Pike	Newport	Northwood				Lebanon
					Pittsburg	Greenville	Ashland				Lisbon
					Whitefield	Rindge	Belmont				Lyme
					Littleton	Tilton	Center Harbor				Marlow
					Plymouth	Pittsfield	Center Ossipee				Marlboro
					Groveton	Bristol	Center Sandwich				Merrimack
						Penacook	Glendale				Milford
						Danbury	Meridith				Milton
						Canterbury	Rumney				Milton Mills
						Franklin	Tamworth				Nashua

						Northwood	Weirs Beach				New Boston
						Ashland	Bethlehem				Newmarket
						Belmont	Colebrook				Newport
						Center Harbor	Errol				Northwood
						Center Ossipee	Franconia				Pelham
						Glendale	Jefferson				Peterborough
						Meredith	Lisbon				Pike
						Rumney	Milan				Pittsfield
						Tamworth	Pike				Plaistow
						Weirs Beach	Pittsburgh				Portsmouth
						Colebrook	Twin Mountain				Raymond
						Errol	W. Stewartstown				Rindge
						Franconia	Whitefield				Rochester
						Lisbon	Laconia				Rye Beach
						Milan	Grovelton				Salem
						Pittsburg					Sanbornville
						Whitefield					Somersworth
						Woodsville					So. Nashua
											Spofford

FairPoint Communications Network Improvement Plan- 01/19/09

DANBURY

A SLC system on English Hill Road had to have some cards replaced to restore service to customers along this route.

Many splice closures along Hemlock, Wild, Meadows and Brookside Streets have been replaced to correct trouble spots.

Approximately 7,500 of cable footage needs to be addressed on Ford's Mill Road to correct trouble spots. The job is currently being analyzed in the Engineering Dept.

A section of deteriorated cable along Rte 4 in this area is in the process of being analyzed also for replacement to correct troubles.

LYME

A job along River Road is currently being analyzed to replace approximately 2340' of a 50x cable to correct trouble spots.

A job along Hard Scrabble Road will call for the replacement of approximately 1250' of a 50x cable to correct trouble areas.

A job along Sawnee Bean Road in Thetford, Vermont is currently being analyzed to see if 3950' of a 50x cable needs to be replaced in order to correct the trouble issues in the area.

MILTON MILLS

A job along Willey Road is in progress to replace 650' of a 100x wet cable and some terminals. This job should be completed by the Construction Dept. by 02/01/09.

A job along Berry Hill Road is in progress to replace 900' of a 50x wet cable and some terminals. This job should be completed by the Construction Dept. by 02/01/09.

A job along State Highway 16 is in progress to replace 300' of a 200x wet cable and some terminals. This job should be completed by the Construction Dept. by 02/01/09.

A job along Lovell Lake Road is in progress to replace 4000' of a 50x wet cable and some terminals. This job should be completed by the Construction Dept. by 04/01/09.

Additional Construction Work

BRISTOL

Approximately 250' of a 50x cable was replaced along Stonegate Acres to correct the troubles in the area.

EPSOM

Approximately 250' of a 100x cable was replaced along State Highway Route 4 to correct trouble spots.

PENACOOK

Approximately 1,000' of a 200x cable was replaced along Bye Street to correct trouble areas.

Approximately 600' of a 300x cable was replaced along Washington Street to correct troubles in the area.

PLYMOUTH

Approximately 1,000' of a 50x cable was replaced along Smith Road to correct trouble spots.

All other areas were not addressed during this month as all crews were addressing the troubles due to the December Ice Storm. (please see the write-up on the following page).

DECEMBER 12.2008 ICE STORM

On December 12, 2008, New Hampshire was hit with a tremendous and devastating ice storm that damaged a plethora of utility poles along with cable and wires from the Power, Cable TV and Telephone companies. The storm also destroyed and felled many large pine and hardwood trees in the area.

Many areas were decimated but FairPoint was not aware of them as power had to be restored in those areas before FairPoint crews could start their work in assessing the damages and repairing the same.

Power was restored to approximately 400,000 homes across the state in about three (3) weeks to many NH residences. At the peak of the storm, FairPoint recorded 9,500 telephone troubles (compared to 2,800 troubles in the same period of 2007).

FairPoint crews assisted many power company crews in the replacement of utility poles in the power company maintenance areas to facilitate **restoral** of service. FairPoint technicians were borrowed from garages that were not affected with the troubles, some coming from as far as the state of Maine to assist in the cleanup processes. FairPoint crews replaced approximately 375 utility poles during this time along with a multitude of footages of telephone cable and wires. Telephone drops in the magnitude of 4,200 were replaced also. The crews worked diligently to get all of our customers back in service.