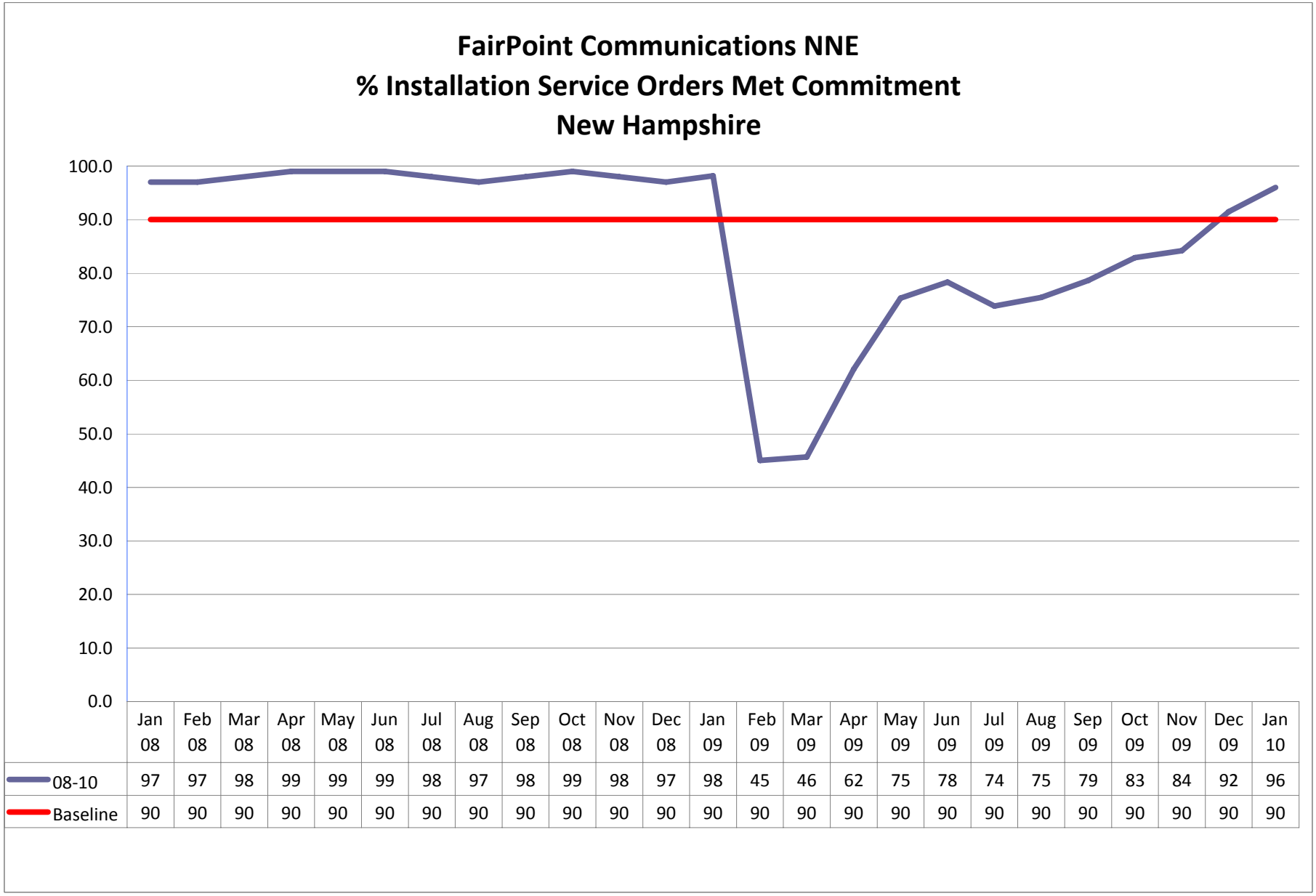
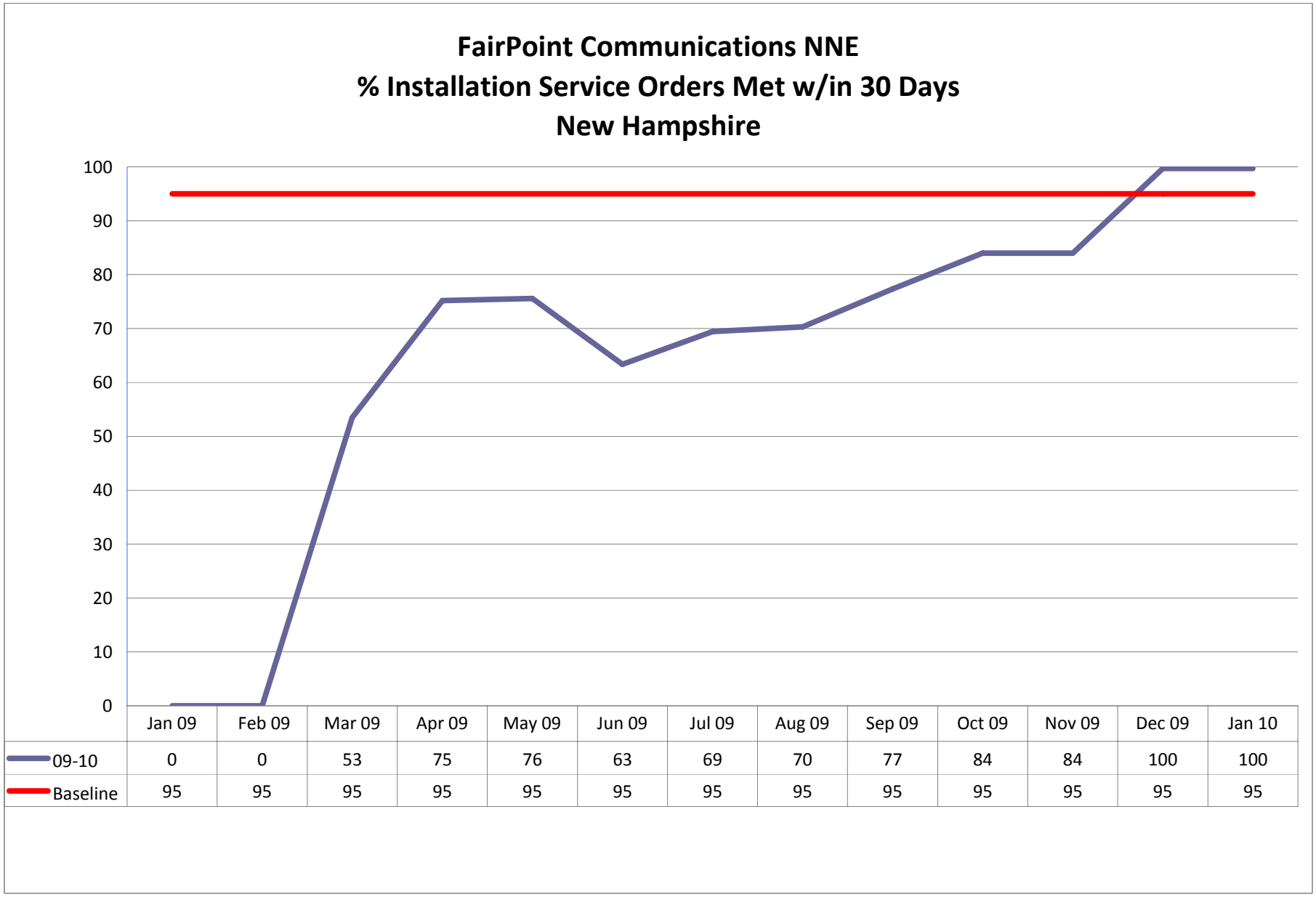


	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	97	97	98	99	99	99	98	97	98	99	98	97	98	45	46	62	75	78	74	75	79	83	84	92	96
Baseline	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90



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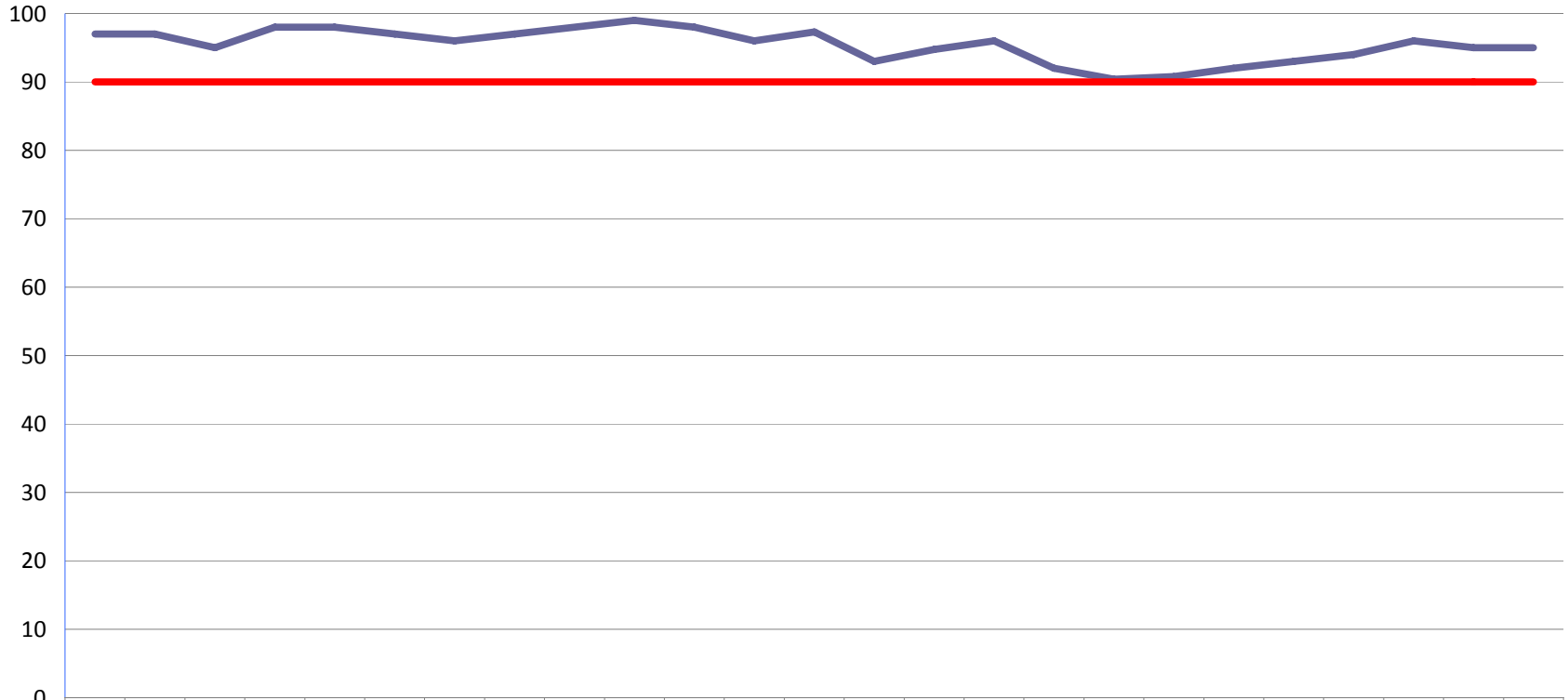
09-10	0	0	53	75	76	63	69	70	77	84	84	100	100
Baseline	95	95	95	95	95	95	95	95	95	95	95	95	95

FairPoint Communications NNE
Toll & Local Assistance Operator Calls - Answered w/in 10 Seconds
New Hampshire



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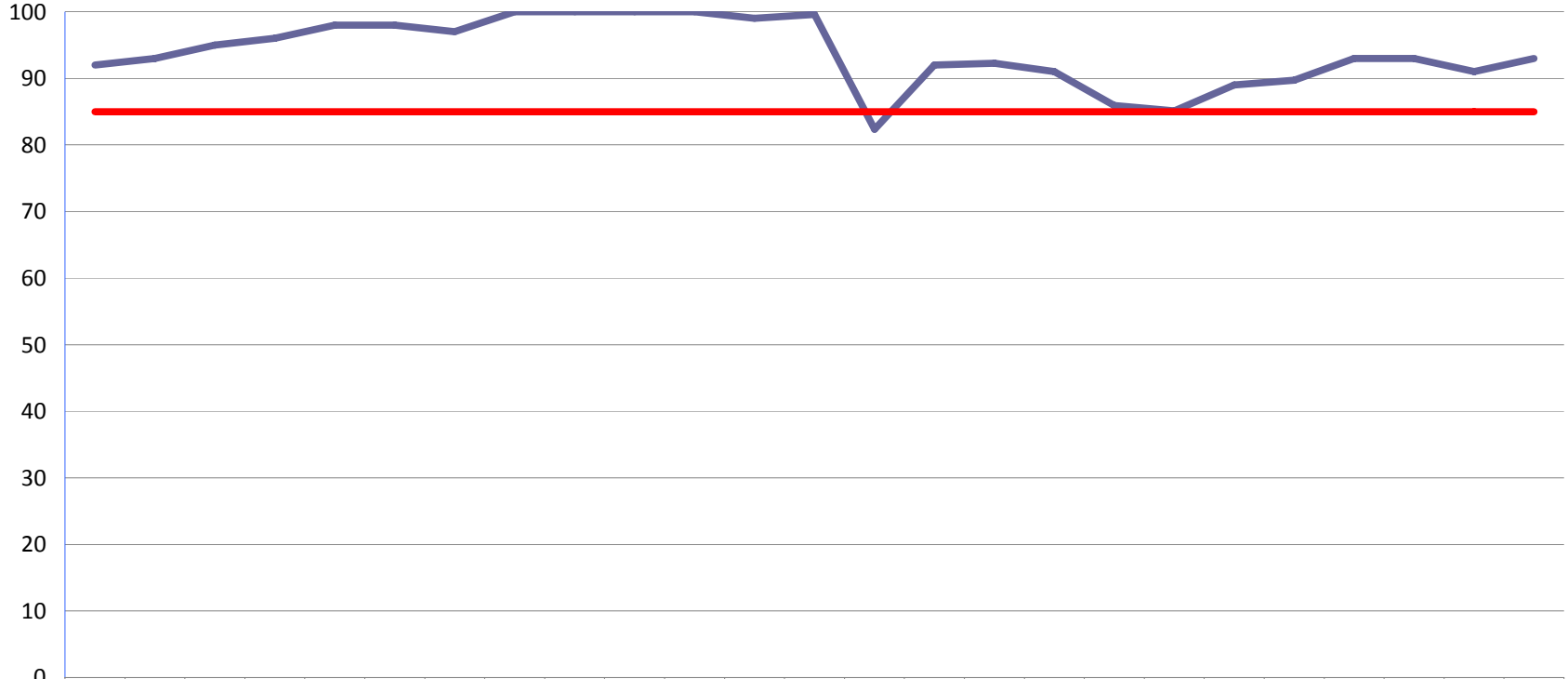
08-10	97	97	95	98	98	97	96	97	98	99	98	96	97	93	95	96	92	90	91	92	93	94	96	95	95
Baseline	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90

FairPoint Communications NNE
% Directory Assistance and Intercept Calls - Answered w/in 10 Seconds
New Hampshire



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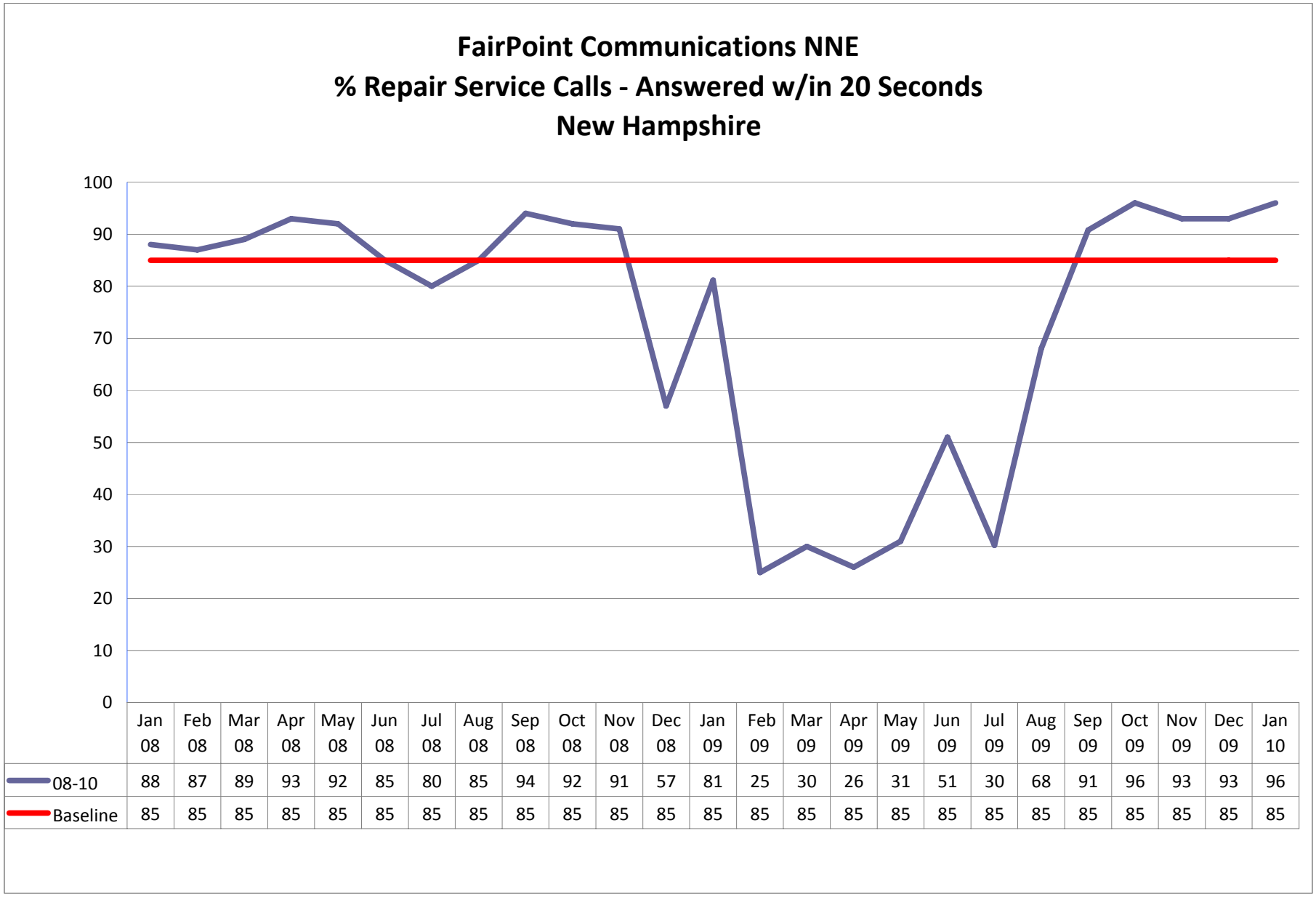
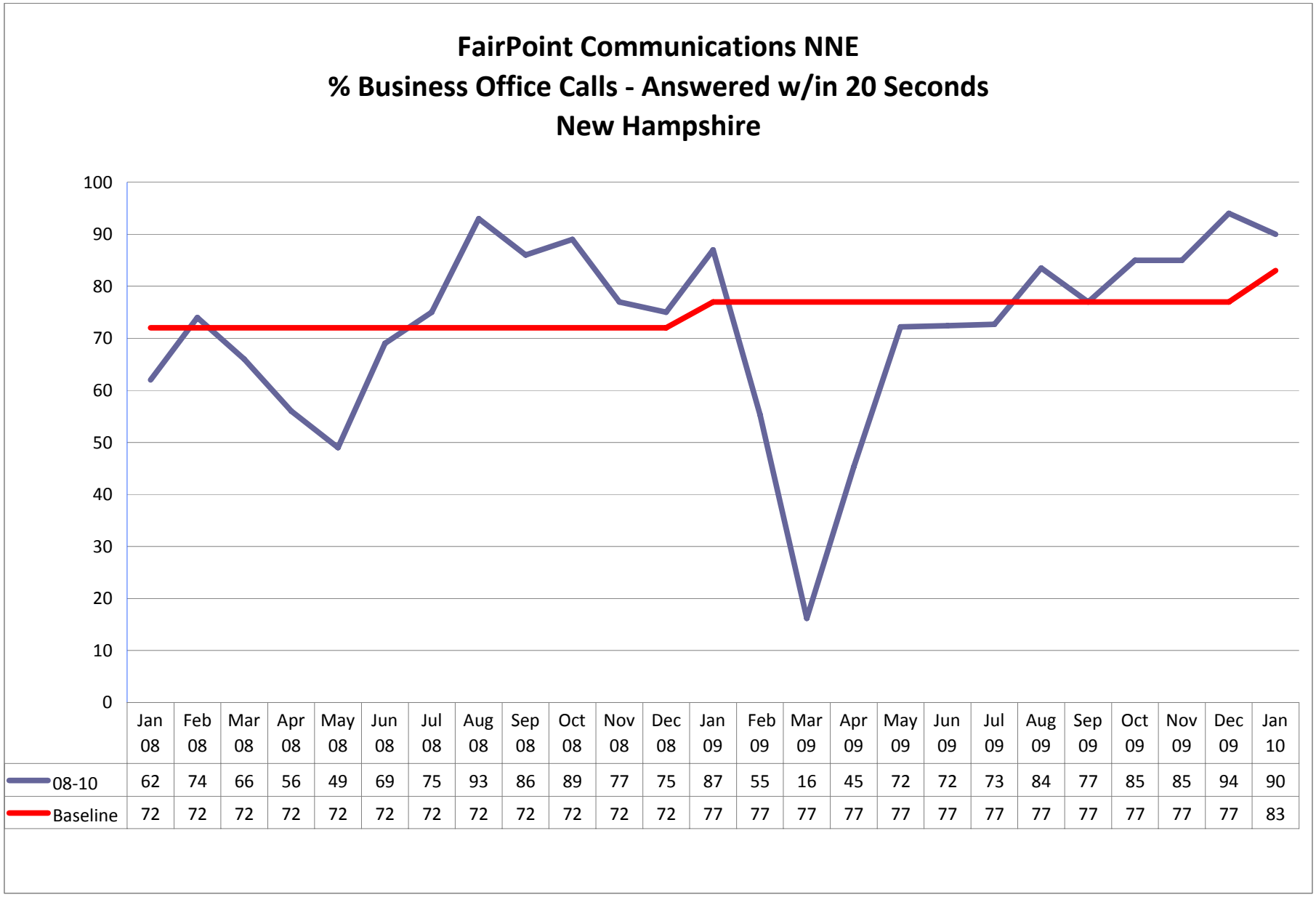
08-10	92	93	95	96	98	98	97	100	100	100	100	99	100	82	92	92	91	86	85	89	90	93	93	91	93
Baseline	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85

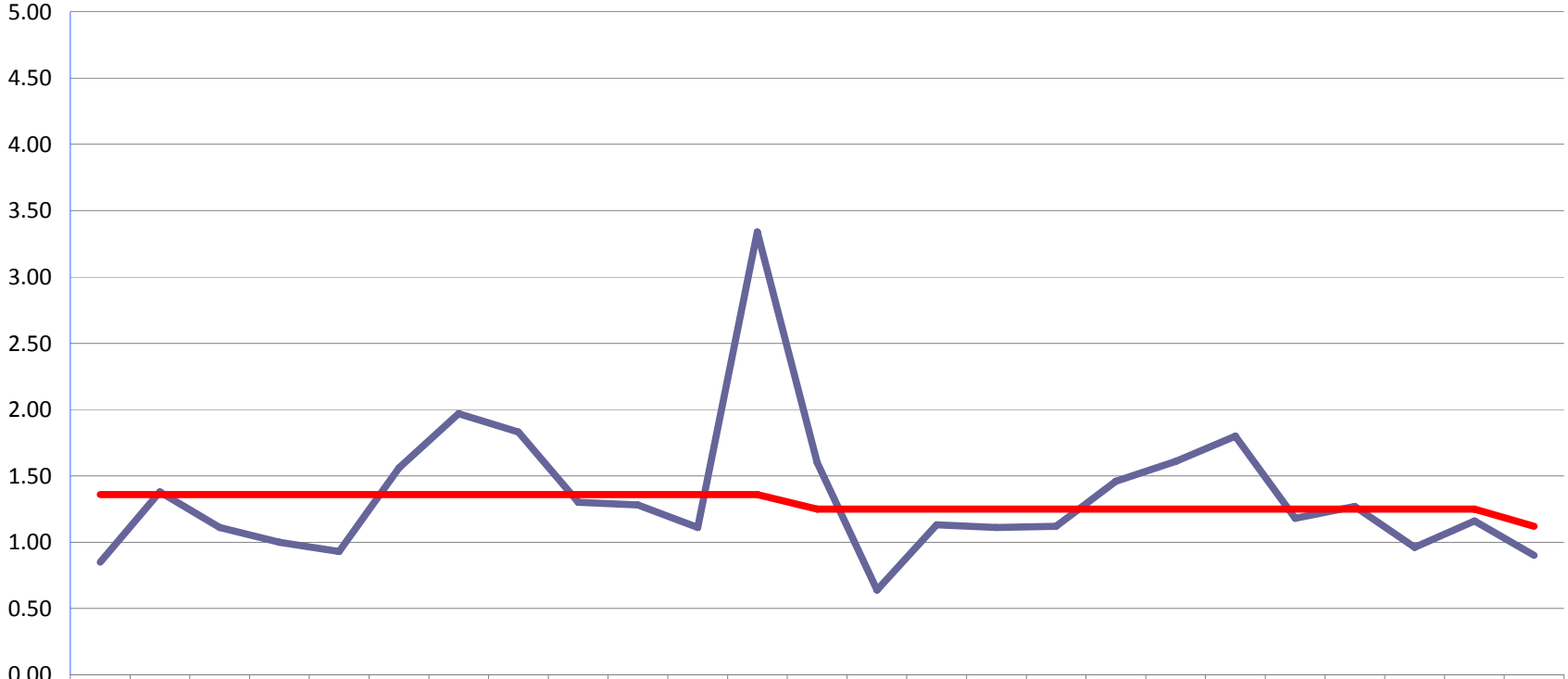


	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	88	87	89	93	92	85	80	85	94	92	91	57	81	25	30	26	31	51	30	68	91	96	93	93	96
Baseline	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85



	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	62	74	66	56	49	69	75	93	86	89	77	75	87	55	16	45	72	72	73	84	77	85	85	94	90
Baseline	72	72	72	72	72	72	72	72	72	72	72	72	77	77	77	77	77	77	77	77	77	77	77	77	83

FairPoint Communications NNE
Customer Trouble Report Rate - Network Troubles
New Hampshire



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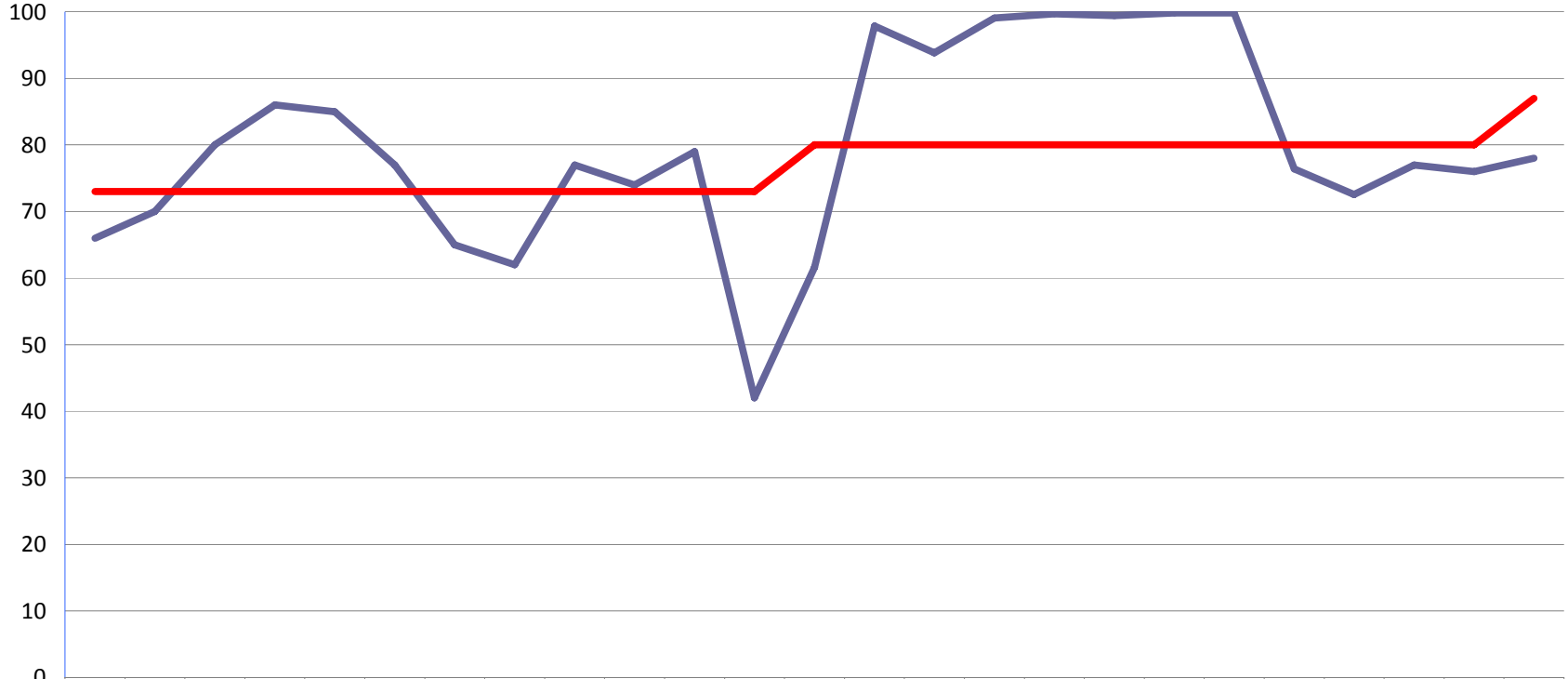
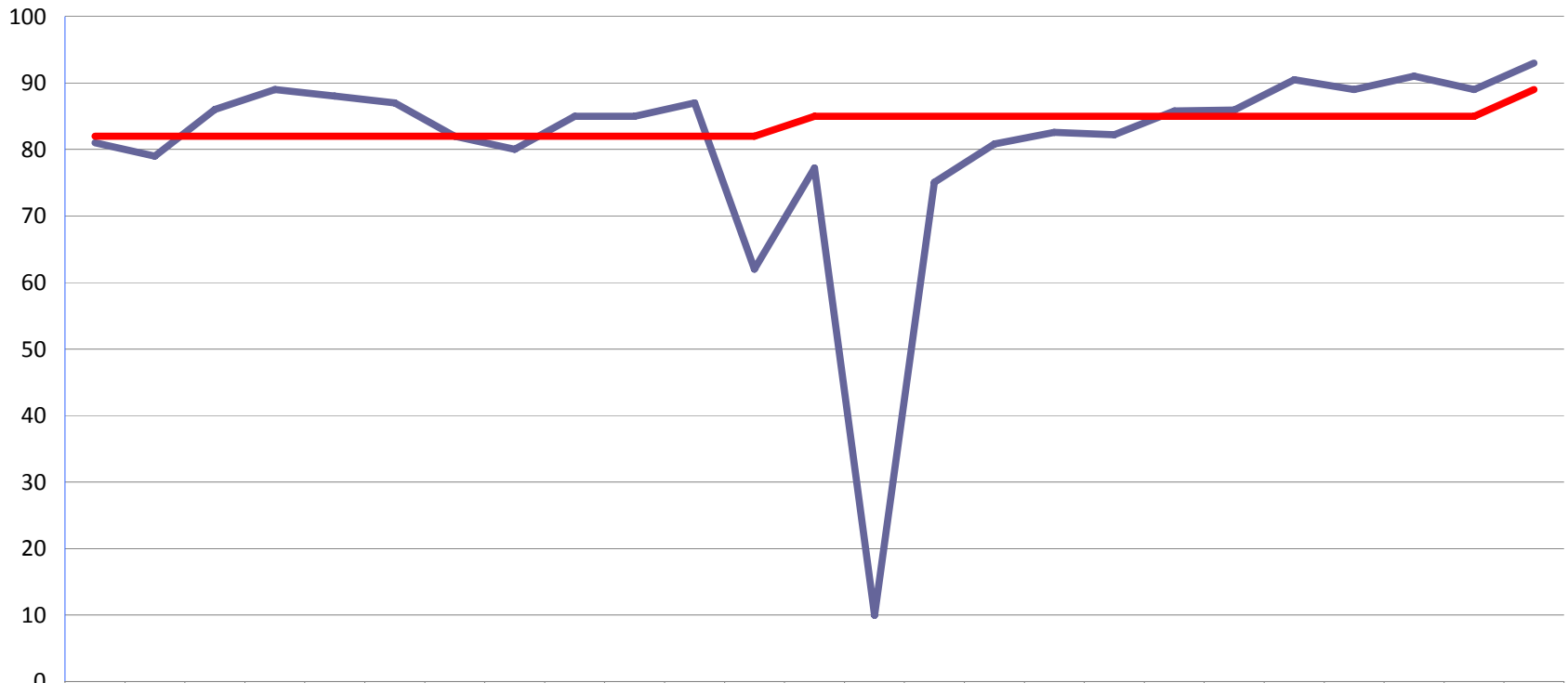
08-10	0.85	1.38	1.11	1.00	0.93	1.56	1.97	1.83	1.30	1.28	1.11	3.34	1.60	0.64	1.13	1.11	1.12	1.46	1.61	1.80	1.18	1.27	0.96	1.16	0.90
Baseline	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.12

FairPoint Communications NNE
% Out Of Service Troubles Cleared w/in 24 Hours (excluding Sundays)
New Hampshire



	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	66	70	80	86	85	77	65	62	77	74	79	42	62	98	94	99	100	99	100	100	76	73	77	76	78
Baseline	73	73	73	73	73	73	73	73	73	73	73	73	80	80	80	80	80	80	80	80	80	80	80	80	87



	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	81	79	86	89	88	87	82	80	85	85	87	62	77	10	75	81	83	82	86	86	91	89	91	89	93
Baseline	82	82	82	82	82	82	82	82	82	82	82	82	85	85	85	85	85	85	85	85	85	85	85	85	89

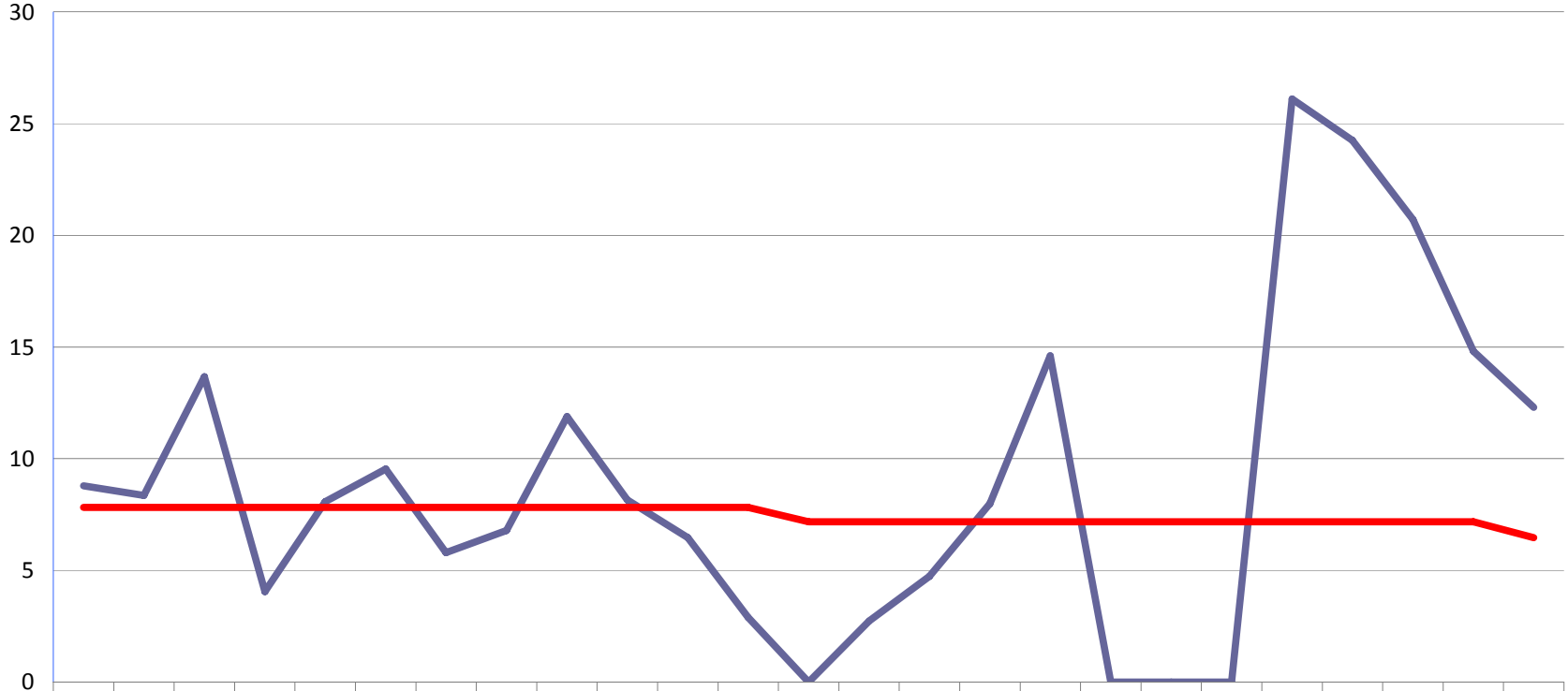
FairPoint Communications NNE
% Dialtone Speed w/in 30 Seconds
New Hampshire

	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	100	100	100	100	100	100	100	100	100	100	100	100	0.00	0.00	0.00	100	100	100	100	100	100	100	100	100	100
Baseline	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98	98

FairPoint Communications NNE
% Call Completion
New Hampshire

	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	100	100	100	100	100	100	100	100	100	100	100	100	0.00	0.00	0.00	98	97	98	98	98	100	98	98	98	98
Baseline	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97	97

FairPoint Communications NNE
Held Orders - Average Delay Days
New Hampshire



	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	8.78	8.36	13.66	4.05	8.07	9.54	5.80	6.78	11.88	8.15	6.46	2.90	0.00	2.73	4.74	7.99	14.60	0.00	0.00	0.00	26.10	24.25	20.70	14.80	12.30
Baseline	7.82	7.82	7.82	7.82	7.82	7.82	7.82	7.82	7.82	7.82	7.82	7.82	7.18	7.18	7.18	7.18	7.18	7.18	7.18	7.18	7.18	7.18	7.18	7.18	6.46