FairPoint Communication NNE
Bi-Weekly Dashboard

Call Center Activity - CSSC - Consumer

	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)	Goals
% Abandon[1]	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	8	10	10	14	10	10	13	11	16	8	8	10	10	12	
Svc Level[2]	90%	84%	86%	81%	88%	89%	85%	85%	84%	89%	88%	88%	88%	82%	75%

BSBC - Small Business

	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)	Goals
% Abandon[1]	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	5%
Average Speed of Answer in Seconds	11	11	14	17	16	15	7	12	15	13	7	11	11	13	
Svc Level[2]	88%	88%	87%	83%	83%	84%	90%	86%	83%	86%	92%	86%	88%	87%	75%

Repair (RRC)

	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)	Goals
% Abandon[1]	0%	0%	0%	1%	0%	1%	0%	0%	1%	2%	1%	0%	0%	0%	
Average Speed of Answer in Seconds	3	5	6	7	6	8	2	4	8	16	7	3	4	4	
Svc Level[2]	98%	97%	95%	93%	94%	94%	99%	97%	91%	89%	94%	98%	98%	95%	80%

Collections

	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)	Goals
% Abandon[1]	3%	3%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%	5%
Average Speed of Answer in Seconds	23	20	23	8	7	13	12	6	6	10	9	18	7	25	20
Svc Level[2]	77%	81%	72%	90%	93%	83%	88%	93%	94%	86%	87%	77%	91%	70%	80%

Late Order Metrics -This metric is measured on the last day of the weekly period[6,7]	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)
Retail Total														
Total Late Orders - POTS	105	91	87	94	101	91	97	84	114	106	81	103	128	80
Orders late >20 Days - POTS	4	3	3	6	3	5	8	5	5	4	1	6	8	2
% Late Orders - POTS[3]	8%	6%	6%	6%	7%	6%	6%	4%	6%	5%	4%	5%	6%	5%
Total Late Orders - DSL	280	255	222	247	265	216	157	158	202	178	198	164	173	173
Orders late >20 Days - DSL	26	19	22	21	17	18	17	16	13	6	8	14	17	13
% Late Orders - DSL[3]	12%	11%	11%	11%	13%	10%	8%	7%	9%	7%	9%	7%	7%	8%
Total Late Orders - Other Retail	45	44	36	45	46	41	57	42	52	47	53	55	73	81
Orders late >20 Days - Other Retail	5	7	7	6	10	5	7	4	5	9	9	8	9	8
% Late Orders - Other Retail[3]	15%	14%	11%	11%	16%	13%	19%	15%	18%	16%	17%	17%	21%	22%
Total Late Orders - Total Retail	430	390	345	386	412	348	311	284	368	331	332	322	374	334
Orders late >20 Days - Total Retail	35	29	32	33	30	28	32	25	23	19	18	28	34	23
% Late Orders - Total Retail[3]	11%	10%	9%	9%	11%	8%	8%	6%	8%	6%	7%	7%	8%	8%
LSR														
Total Late Orders -CB- Number Portability	70	60	51	60	92	80	75	91	104	106	187	78	102	40
Orders Late >20 Days -CB- Number Portability	11	16	23	14	11	9	10	9	6	7	13	17	5	5
% Late Orders -CB- Number Portability[3]	5%	4%	4%	4%	6%	5%	5%	6%	7%	7%	12%	6%	8%	3%
Total Late Orders - JB -Standalone DL only VZ added	6	10	31	14	14	15	18	14	19	8	11	14	12	7
Orders Late >20 Days - JB -Standalone DL only VZ added	0	0	4	2	4	0	2	3	3	0	2	4	0	1
% Late Orders - JB -Standalone DL only VZ added[3]	1%	2%	6%	3%	2%	2%	2%	2%	2%	1%	1%	2%	1%	1%
Total Late Orders - All Other	47	74	74	71	75	91	104	78	93	89	78	67	70	55
Orders Late >20 Days - All Other	1	1	5	4	10	7	3	6	9	7	10	9	5	3
% Late Orders - All Other [3]	13%	19%	18%	18%	18%	19%	25%	19%	21%	20%	17%	16%	16%	13%
Total Late Orders	123	144	156	145	181	186	197	183	216	203	276	159	184	102
Total Orders late >20 Days	12	17	32	20	25	16	15	18	18	14	25	30	10	9
Total % Late Orders[3]	6%	6%	7%	6%	7%	7%	7%	7%	8%	7%	10%	6%	7%	4%
ASR														
Total Late Orders	80	78	65	85	89	87	77	67	74	66	57	49	64	61
Total Orders late >20 Days	25	33	30	31	29	35	34	33	30	30	22	26	25	25
Total % Late Orders[3]	18%	16%	14%	19%	20%	21%	18%	17%	19%	16%	14%	11%	13%	11%

Late Disconnects-This metric is measured on the last day of the weekly period[7]	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)
Retail Total														
Total Late Disconnect Orders - POTS	16	16	11	13	14	16	20	23	17	14	31	43	61	8
Orders late >20 Days - POTS	1	2	3	3	4	4	3	0	0	1	1	1	3	2
% Late Disconnect Orders - POTS[3]	6%	6%	3%	3%	4%	5%	6%	6%	6%	4%	9%	12%	18%	3%
Total Late Disconnect Orders - DSL	30	53	34	40	44	43	14	40	56	29	53	45	46	39
Orders late >20 Days - DSL	3	2	4	5	1	2	0	2	1	0	2	5	5	5
% Late Disconnect Orders - DSL[3]	12%	18%	12%	12%	17%	15%	6%	13%	20%	12%	18%	20%	17%	19%
Total Late Disconnect Orders - Other Retail	48	41	55	73	59	64	52	29	43	26	30	29	27	29
Orders late >20 Days - Other Retail	9	2	7	6	9	15	12	7	10	3	6	2	4	5
% Late Disconnect Orders - Other Retail[3]	25%	19%	22%	30%	32%	34%	29%	17%	34%	19%	22%	19%	20%	22%
Total Late Disconnect Orders - Total Retail	94	110	100	126	117	123	86	92	116	69	114	117	134	76
Orders late >20 Days - Total Retail	13	6	14	14	14	21	15	9	11	4	9	8	12	12
% Late Disconnect Orders - Total Retail[3]	13%	14%	11%	13%	15%	15%	12%	11%	16%	10%	15%	16%	18%	13%
LSR														
Total Late Disconnect Orders -CB- Number Portability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Orders Late >20 Days -CB- Number Portability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% Late Disconnect Orders -CB- Number Portability[3]	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total Late Disconnect Orders - JB -Standalone DL only VZ added	1	0	1	2	3	6	12	2	1	1	4	13	14	10
Orders Late >20 Days - JB -Standalone DL only VZ added	0	0	0	0	0	0	1	1	0	0	0	0	0	0
% Late Disconnect Orders - JB -Standalone DL only VZ added[3]	0%	0%	0%	0%	0%	1%	2%	0%	0%	0%	1%	3%	3%	2%
Total Late Disconnect Orders - All Other	5	5	4	8	8	13	15	12	15	14	13	16	19	5
Orders Late >20 Days - All Other	0	1	2	1	1	1	3	1	2	0	1	2	2	1
% Late Disconnect Orders - All Other [3]	2%	4%	6%	6%	6%	11%	11%	8%	8%	11%	10%	11%	14%	4%
Total Late Disconnect Orders	6	5	5	10	11	19	27	14	16	15	17	29	33	15
Total Orders late >20 Days	0	1	2	1	1	1	4	2	2	0	1	2	2	1
Total Late % Disconnect Orders[3]	1%	1%	1%	2%	1%	3%	4%	2%	2%	2%	2%	4%	5%	2%
ASR														
Total Late Disconnect Orders	23	23	43	41	25	44	76	24	14	13	11	9	13	16
Total Orders late >20 Days	4	4	6	2	1	2	6	6	3	4	3	5	5	5
Total Late % Disconnect Orders[3]	11%	11%	22%	20%	11%	19%	27%	11%	7%	9%	5%	4%	6%	9%

Billing	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/15-10/24 (2010)	10/25-10/31 (2010)	11/1-11/7 (2010)
% Bills known to be in Error (excluding format errors)	4.00%	4.00%	4.00%	4.00%	3.90%	2.00%	1.70%	1.70%	1.30%	1.30%	1.30%	1.30%	1.30%	1.30%

	Jul-10	Aug-10	Sep-10	Oct-10
Adjustments percentage [4]	2.7%	4.6%	3.4%	3.7%
% of bills adjusted[5]	3.1%	1.9%	1.4%	0.9%

[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 percentage is 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.

[7] LSR and ASR Late Order Metrics and Late Disconnects previous data is not available.

Flow Through

Data (FT Orders)	Total FT Pending Beginning of Week	New FT Orders Received[1]	New FT Orders Received Due in Week[2]	Total Completed[3]	100% FT Completed[4]	Total FT Pending End of Week[5]	% Flow Through
Retail (POTS, DSL, Dir Listing)							
10/04/2010 - 10/10/2010	1,493	8,135	5,749	7,943	6,223	1,685	78.35%
10/11/2010 - 10/17/2010	1,685	7,559	5,636	7,747	5,968	1,497	77.04%
10/18/2010 - 10/24/2010	1,497	10,351	8,213	10,343	8,298	1,505	80.23%
10/25/2010 - 10/31/2010	1,505	11,352	9,081	11,314	9,422	1,543	83.28%
11/01/2010 - 11/07/2010	1,543	13,069	11,053	13,170	10,725	1,442	81.44%
LSR - JB							
10/04/2010 - 10/10/2010	1,602	3,298	1,742	3,635	3,542	1,265	97.44%
10/11/2010 - 10/17/2010	1,265	3,135	1,631	3,113	3,019	1,287	96.98%
10/18/2010 - 10/24/2010	1,287	3,329	1,900	3,433	3,291	1,183	95.86%
10/25/2010 - 10/31/2010	1,183	3,165	1,770	3,158	3,060	1,190	96.90%
11/01/2010 - 11/07/2010	1,190	3,422	2,074	3,553	3,392	1,059	95.47%
LSR - CB							
10/04/2010 - 10/10/2010	2,608	1,163	96	911	625	2,860	68.61%
10/11/2010 - 10/17/2010	2,860	1,074	107	971	610	2,963	62.82%
10/18/2010 - 10/24/2010	2,963	1,090	102	1,103	709	2,950	64.28%
10/25/2010 - 10/31/2010	2,950	1,046	108	987	598	3,009	60.59%
11/01/2010 - 11/07/2010	3,009	988	98	913	578	3,084	63.31%
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)							
10/04/2010 - 10/10/2010	189	658	310	681	565	166	82.97%
10/11/2010 - 10/17/2010	166	580	226	595	463	151	77.82%
10/18/2010 - 10/24/2010	151	713	351	704	552	160	78.41%
10/25/2010 - 10/31/2010	160	726	347	691	522	195	75.54%
11/01/2010 - 11/07/2010	195	678	273	701	516	172	73.61%

	Week Ending 10/10/2010	Week Ending 10/17/2010	Week Ending 10/24/2010	Week Ending 10/31/2010	Week Ending 11/07/2010
% Retail Total Orders Designed as Flow Through	61.37%	56.74%	66.90%	72.75%	75.73%
% LSR Total Orders Designed as Flow Through	95.97%	95.88%	96.43%	96.63%	96.13%

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

[2] This is a subset of flow through orders received. These are included in new received.

[3] These represent all Flow Through orders that have completed regardless of manual intervention.

[4] These represent all flow through orders that have completed without manual intervention. These are included in the Total

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

MAINE

Installation Activity-Installation order count is cumulative for the weekly period. This includes all channels, products and does not include disconnects.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Total Orders Completed	6,099	6,117	6,658	5,714	6,041	5,600	5,365	5,352	5,083	6,498	5,600	5,596	5,385	6,125	5,937	6,298	5,647	6,820	6,783	7,099	6,712
Total Orders Met	5,730	5,613	6,238	5,220	5,570	4,910	4,822	4,807	4,680	6,024	5,167	5,043	4,947	5,764	5,581	5,862	5,341	6,450	6,258	6,735	6,304
% Orders Met	93.95%	91.76%	93.69%	91.35%	92.20%	87.68%	89.88%	89.82%	92.07%	92.71%	92.27%	90.12%	91.87%	94.11%	94.00%	93.08%	94.58%	94.57%	92.26%	94.87%	93.92%
Total Not Met Orders	369	504	420	494	471	690	543	545	403	474	433	553	438	361	356	436	306	370	525	364	408
Not Met Orders - Company Reason	328	452	359	451	408	622	432	455	324	400	360	487	383	296	280	381	252	309	440	258	282
Not Met Orders - Customer Reason	41	52	61	43	63	68	111	90	79	74	73	66	55	65	76	55	54	61	85	106	126
% Not Met Orders	6.05%	8.24%	6.31%	8.65%	7.80%	12.32%	10.12%	10.18%	7.93%	7.29%	7.73%	9.88%	8.13%	5.89%	6.00%	6.92%	5.42%	5.43%	7.74%	5.13%	6.08%
Total Dispatchable Orders	597	633	689	509	612	592	553	597	609	594	595	645	541	695	624	593	629	614	629	578	629
Total Customer Appointment Orders	132	171	158	127	164	153	142	159	123	150	163	146	103	160	170	152	180	171	166	140	147
Total Customer Appointment Orders Not Met	17	20	17	15	32	24	30	30	14	18	15	14	13	18	12	19	14	15	27	18	12
Customer Appointment Orders Not Met-Customer Reason	6	8	3	5	4	6	9	8	6	12	7	5	8	6	5	6	4	1	8	5	6

Repair Activity-In the metric trouble reports this represent cumulative count for the weekly metric. This includes all channels and products.

	7/14-7/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Total Trouble Reports - per 100 lines [1]	0.43	0.50	0.50	0.47	0.54	0.61	0.43	0.48	0.42	0.38	0.39	0.40	0.34	0.36	0.34	0.44	0.38	0.40	0.34	0.43	0.40
Repeat Report Rate [2]	0.06	0.07	0.08	0.06	0.07	0.08	0.07	0.07	0.06	0.05	0.05	0.06	0.05	0.05	0.04	0.06	0.06	0.05	0.05	0.06	0.06
% repair Commitments met [3]	90%	84%	83%	83%	77%	78%	76%	77%	81%	74%	72%	81%	83%	86%	86%	88%	85%	85%	88%	87%	85%
% Cleared in 24 hours [4]	79%	68%	61%	62%	54%	58%	50%	64%	61%	64%	63%	66%	63%	69%	72%	70%	63%	66%	66%	69%	70%

PUC Complaints [5]	7/14-7/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Maine																					
Previous Weekly Open	32	44	39	34	49	52	46	46	48	47	39	51	39	41	36	44	40	32	44	41	48
Total Completed/Removed since Previous Reporting Period	7	15	20	3	16	29	16	19	21	22	10	20	10	11	7	10	18	3	15	9	2
Total Added since Previous Reporting Period	19	10	15	18	19	23	16	21	20	14	22	8	12	6	15	6	10	15	12	16	19
Currently Open	44	39	34	49	52	46	46	48	47	39	51	39	41	36	44	40	32	44	41	48	65
FairPoint Active [6]	20	19	12	23	26	23	15	20	26	20	28	20	27	14	20	18	14	26	29	23	33

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

[2] Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this includes 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 Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

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

[5] PUC Complaints are classified as completed when the complaint has been closed with the PUC

[6] Currently open PUC Complaint count less those that have been sent to the PUC as resolved by FairPoint.

New Hampshire

Installation Activity-Installation order count is cumulative for the weekly period.
This includes all channels, products and does not include disconnects.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Total Orders Completed	5,516	5,573	6,874	5,398	5,322	5,667	6,470	5,222	5,770	6,938	5,721	5,180	4,683	5,421	5,337	5,340	5,082	5,009	6,537	6,752	8,049
Total Orders Met	5,171	5,104	6,438	4,876	4,936	5,122	5,885	4,686	5,291	6,450	5,355	4,727	4,321	5,114	5,026	5,027	4,772	4,702	6,124	6,419	7,656
% Orders Met	93.75%	91.58%	93.66%	90.33%	92.75%	90.38%	90.96%	89.74%	91.70%	92.97%	93.60%	91.25%	92.27%	94.34%	94.17%	94.14%	93.90%	93.87%	93.68%	95.07%	95.12%
Total Not Met Orders	345	469	436	522	386	545	585	536	479	488	366	453	362	307	311	313	310	307	413	333	393
Not Met Orders - Company Reason	268	408	374	467	319	476	493	475	402	423	301	388	294	247	255	248	252	259	360	271	295
Not Met Orders - Customer Reason	77	61	62	55	67	69	92	61	77	65	65	65	68	60	56	65	58	48	53	62	98
% Not Met Orders	6.25%	8.42%	6.34%	9.67%	7.25%	9.62%	9.04%	10.26%	8.30%	7.03%	6.40%	8.75%	7.73%	5.66%	5.83%	5.86%	6.10%	6.13%	6.32%	4.93%	4.88%
Total Dispatchable Orders	551	582	610	438	726	566	531	583	623	598	529	608	476	620	542	626	587	564	475	566	711
Total Customer Appointment Orders	144	132	138	113	251	162	124	154	152	133	108	142	109	141	110	143	164	130	126	139	139
Total Customer Appointment Orders Not Met	17	17	20	14	36	26	19	27	27	21	12	26	17	23	15	17	17	24	25	14	16
Customer Appointment Orders Not Met-Customer Reason	4	5	4	7	10	10	9	8	11	7	3	8	5	11	11	9	3	9	3	5	5

Repair Activity-In the metric trouble reports this represent cumulative count for the weekly metric. This Includes all channels and products.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Total Trouble Reports - per 100 lines [1]	0.39	0.40	0.38	0.40	0.44	0.52	0.39	0.40	0.41	0.41	0.45	0.39	0.32	0.36	0.29	0.50	0.38	0.32	0.34	0.34	0.36
Repeat Report Rate [2]	0.06	0.05	0.06	0.05	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.04	0.05	0.05	0.06	0.04	0.04	0.04	0.05	0.04
% repair appts met [3]	91%	88%	87%	84%	82%	84%	80%	81%	80%	74%	70%	75%	85%	88%	88%	88%	86%	86%	84%	88%	86%
% Cleared in 24 hours [4]	80%	79%	70%	71%	66%	65%	60%	67%	62%	65%	54%	57%	70%	74%	75%	72%	68%	67%	72%	77%	73%

PUC Complaints [5]	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
New Hampshire																					
Previous Weekly Open	49	37	31	43	39	43	36	38	39	38	34	41	42	45	45	42	41	48	34	38	45
Total Completed/Removed since Previous Reporting Period	23	12	14	18	14	26	15	16	17	18	15	17	12	21	17	14	6	25	15	10	11
Total Added since Previous Reporting Period	11	6	26	14	18	21	17	17	16	14	22	18	15	21	14	13	13	11	19	17	16
Currently Open	37	31	43	39	43	36	38	39	38	34	41	42	45	45	42	41	48	34	38	45	50
FairPoint Active [6]	19	11	24	19	17	13	13	16	18	19	21	24	24	28	18	20	29	22	28	25	30

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

[2] Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this includes 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 Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

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

[5] PUC Complaints are classified as completed when the complaint has been closed with the PUC

[6] Currently open PUC Complaint count less those that have been sent to the PUC as resolved by FairPoint.

Vermont

Installation Activity-Installation order count is cumulative for the weekly period. This includes all channels, products and does not include disconnects.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Total Orders Completed	3,097	2,889	3,829	2,982	3,549	2,858	3,315	3,131	3,270	3,436	3,484	3,185	3,302	3,487	3,332	3,271	3,010	3,255	3,912	3,721	3,539
Total Orders Met	2,846	2,606	3,567	2,697	3,215	2,461	2,971	2,741	2,925	3,184	3,232	2,854	3,010	3,272	3,048	3,016	2,720	3,008	3,558	3,483	3,295
% Orders Met	91.90%	90.20%	93.16%	90.44%	90.59%	86.11%	89.62%	87.54%	89.45%	92.67%	92.77%	89.61%	91.16%	93.83%	91.48%	92.20%	90.37%	92.41%	90.95%	93.60%	93.11%
Total Not Met Orders	251	283	262	285	334	397	344	390	345	252	252	331	292	215	284	255	290	247	354	238	244
Not Met Orders - Company Reason	218	257	229	263	305	345	305	352	293	231	219	301	263	184	252	228	257	214	311	208	213
Not Met Orders - Customer Reason	33	26	33	22	29	52	39	38	52	21	33	30	29	31	32	27	33	33	43	30	31
% Not Met Orders	8.10%	9.80%	6.84%	9.56%	9.41%	13.89%	10.38%	12.46%	10.55%	7.33%	7.23%	10.39%	8.84%	6.17%	8.52%	7.80%	9.63%	7.59%	9.05%	6.40%	6.89%
Total Dispatchable Orders	504	481	469	367	450	418	404	427	453	399	386	461	335	448	419	409	435	418	411	377	406
Total Customer Appointment Orders	73	75	74	52	70	64	74	67	82	86	61	93	44	89	72	86	96	84	74	80	74
Total Customer Appointment Orders Not Met	10	7	8	7	19	18	22	11	21	11	14	16	6	11	10	16	27	11	16	16	15
Customer Appointment Orders Not Met-Customer Reason	3	1	1	4	1	3	6	3	7	4	2	1	1	4	2	4	5	4	3	3	2

Repair Activity-In the metric trouble reports this represent cumulative count for the weekly metric. This includes all channels and products.

	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Total Trouble Reports - per 100 lines [1]	0.42	0.49	0.49	0.49	0.50	0.70	0.48	0.57	0.51	0.48	0.48	0.47	0.40	0.36	0.31	0.59	0.43	0.38	0.40	0.40	0.37
Repeat Report Rate [2]	0.07	0.10	0.08	0.06	0.07	0.09	0.08	0.08	0.09	0.08	0.07	0.08	0.07	0.06	0.05	0.07	0.07	0.05	0.05	0.07	0.06
% repair appts met [3]	90%	91%	89%	85%	77%	81%	72%	85%	77%	80%	73%	83%	83%	86%	90%	87%	84%	85%	88%	87%	86%
% Cleared in 24 hours [4]	77%	73%	72%	66%	56%	55%	54%	63%	53%	64%	63%	71%	72%	67%	72%	67%	57%	69%	70%	76%	73%

PUC Complaints [5]	6/14-6/20 (2010)	6/21-6/27 (2010)	6/28-7/4 (2010)	7/5-7/11 (2010)	7/12-7/18 (2010)	7/19-7/25 (2010)	7/26-8/1 (2010)	8/2-8/8 (2010)	8/9-8/15 (2010)	8/16-8/22 (2010)	8/23-8/29 (2010)	8/30-9/5 (2010)	9/6-9/12 (2010)	9/13-9/19 (2010)	9/20-9/26 (2010)	9/27-10/3 (2010)	10/4-10/10 (2010)	10/11-10/17 (2010)	10/18-10/24 (2010)	10/25-10/31 (2010)	11/1/11/7 (2010)
Vermont																					
Previous Weekly Open	67	81	48	61	69	92	112	136	141	148	155	163	172	175	81	86	90	98	99	104	108
Total Completed/Removed since Previous Reporting Period	12	49	2	13	6	11	14	23	10	12	12	20	16	112	13	11	13	22	12	11	9
Total Added since Previous Reporting Period	26	16	15	21	29	31	38	28	17	19	20	29	19	18	18	15	21	23	17	15	13
Currently Open	81	48	61	69	92	112	136	141	148	155	163	172	175	81	86	90	98	99	104	108	112
FairPoint Active [6]	42	35	37	36	45	46	59	50	56	46	51	56	50	38	45	51	51	53	47	44	40

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

[2] Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this includes 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 Commitments Met is calculated by Total Commitments Met divided by Total Completed Tickets

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

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