

1-Feb-10	AGGR	BI-9-01-1000	Entire State	% Billing Completeness in Twelve Billing Cycles	Resale & UNE combined	96%	NA	100.00	NA	3072219	NA	3,072,219.00	100.00	0.00
1-Feb-10	AGGR	OD-1-01-1021	Entire State	Average Speed of Answer - Operator Services	Operator Service Center	Parity with FairPoint Retail	1.87	0.91	92408	10750	173195	9,785.00	-0.96	0.00
1-Feb-10	AGGR	OD-1-02-1021	Entire State	Average Speed of Answer - Directory Assistance	Operator Service Center	Parity with FairPoint Retail	1.00	0.70	270101	12090	280031	8,672.00	-0.30	0.00