













NH	1-Dec-09	AGGR	BI-9-01-1000	Entire State	% Billing Completeness in Twelve Billing Cycles	Resale & LNE combined	96%	NA	100.00	NA	3243510	NA	3,243,537.00	100.00	0.00
NH	1-Dec-09	AGGR	OD-1-01-1021	Entire State	Average Speed of Answer - Operator Services	Operator Service Center	Parity with FairPoint Retail	1.40	0.81	45767	12770	65570	10,387.00	-0.50	0.00
NH	1-Dec-09	AGGR	OD-1-02-1021	Entire State	Average Speed of Answer - Directory Assistance	Operator Service Center	Parity with FairPoint Retail	2.30	0.91	227905	16845	544536	15,265.00	-1.48	0.00