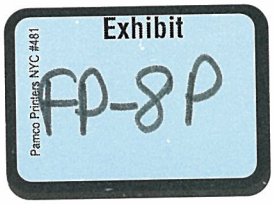

STATE OF NEW HAMPSHIRE

BEFORE THE

PUBLIC UTILITIES COMMISSION

DT 10-025

Request for Approvals in Connection with the
Reorganization Plan of FairPoint Communications, Inc., et al.

PREFILED TESTIMONY OF
JEFFREY W. ALLEN
ON BEHALF OF FAIRPOINT COMMUNICATIONS, INC.

FEBRUARY 24, 2010

Summary: Mr. Allen's testimony should be read in context with the testimony provided by Ms. Vicky Weatherwax, Mr. Bryan Lamphere and Mr. Thomas Nolting. Such testimony, when considered in its entirety, addresses the reorganized FairPoint's technical, operational and management capabilities. Mr. Allen also explains how the broadband related provisions contained within FairPoint's regulatory settlement with the New Hampshire Staff Advocates preserve the benefits to New Hampshire customers of the broadband requirements embodied in the New Hampshire merger order issued by the Public Utilities Commission in 2008.

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Mr. Allen sponsors the following Exhibits:

Exhibit JA-1	Resume of Jeffrey W. Allen
Exhibit JA-2	Retail Service Quality Report for December 2009
Exhibit JA-3	Retail Service Quality Report for January 2010
Exhibit JA-4	Retail Service Quality Graphic Data for 2008 and 2009
Confidential Exhibit JA-5	FairPoint VantagePoint Core Transport Network
Confidential Exhibit JA-6	FairPoint VantagePoint Network Buildout Status

Q. State your name.

A. My name is Jeffrey W. Allen.

Q. What is your position, and by whom are you employed?

A. I am Executive Vice President for the Northern New England Operations of FairPoint Communications, Inc ("FairPoint"). My offices are located in South Burlington, Vermont, and Portland, Maine.

Q. What are your current duties at FairPoint?

A. I was appointed to my current position on July 15, 2009. As Executive Vice President for FairPoint's Northern New England Operations, I have responsibility over operations, engineering, customer care, operations support, sales, and billing for FairPoint's business in Vermont, New Hampshire and Maine. I report directly to David L. Hauser, who became Chairman of the Board and Chief Executive Officer of FairPoint on July 1, 2009.

Q. Could you provide some information regarding your background and qualifications?

A. Yes. I have been working as an executive in the telecommunications industry for over 20 years. Prior to joining FairPoint, I held several management positions, including President of the East for Frontier Communications, a position that encompassed most of my current responsibilities. I also started and operated a competitive local exchange carrier ("CLEC") as the Vice President and General Manager of Conectiv

Communication. In addition, I operated a data communication company as the CEO of Intellispace, Inc. **Exhibit JA-1** is a copy of my resume.

Q. What is the purpose of the testimony being filed today by FairPoint?

A. Mr. Giammarino's testimony describes the FairPoint Chapter 11 bankruptcy reorganization plan (the "Plan") and the New Hampshire regulatory settlement included therein (the "Regulatory Settlement") and addresses the financial strength of the reorganized company. My testimony, together with that of Ms. Weatherwax and Messrs. Nolting, Lamphere and Murtha addresses the reorganized company's technical, operational and management capabilities. Together, our testimony supports FairPoint's requested approvals associated with (i) the indirect acquisition of control that may occur upon the effectiveness of FairPoint's bankruptcy reorganization plan (ii) the Regulatory Settlement and (iii) the requested modifications of this Commission's Order No. 24,823 (the "NH 2008 Order"), which approved with conditions (including conditions embodied in the settlement agreement with the Commission Staff, the "NH 2008 Settlement") the acquisition of the former Verizon New England Inc. landline telecommunications business in New Hampshire.

Q. Please provide a brief outline of the rest of your testimony?

A. My testimony addresses managerial and organizational changes within FairPoint's Northern New England organization as well as FairPoint's Service Quality Metrics for New Hampshire. Next, I explain some of the company's initiatives related to billing. I

also discuss FairPoint's efforts in the area of customer-complaint escalations, including our efforts to facilitate and improve communications with customers and regulators.

I then discuss the broadband provisions in the settlement. I explain how the broadband-related provisions in our settlement with the New Hampshire Staff Advocates preserve the benefits to New Hampshire customers of the broadband requirements embodied in the NH 2008 Order.

Northern New England Management and Organization Changes

Q. Mr. Giammarino discusses certain management changes made since July 1, 2009. Please summarize some of the other changes that have been made within FairPoint's Northern New England organization?

A. I will describe several of the changes that I have made since September, 2009.

First, Tom Nolting was promoted in September 2009 to Vice President of Billing and Revenue Assurance. In his prior role as Director of Revenue Assurance, Mr. Nolting identified billing issues and made global corrections to insure more accurate billing for both our retail and wholesale customers. He also led the effort executing a switch-to-bill audit to assign the proper traffic to the appropriate customer. In addition, Mr. Nolting had bill-dispute and collections responsibilities for our wholesale customers. In his new role, Mr. Nolting will retain his prior responsibilities and add to those the leadership of the billing teams. With the tight alignment of these functions, FairPoint will be able to

identify any billing issues sooner and resolve them in an expedited fashion. Mr. Nolting's prefiled testimony further describes his work.

In addition, the Provisioning and Billing & Revenue Assurance teams have been moved under Senior Vice President of Customer Care Steve Rush in order to create a true end-to-end customer care operation. Steve has done a superb job building his customer sales and service organization and they are providing service to our customers at an outstanding level.

Next, Janet Brack took over as Vice President of the Metrics Group effective September 2009. Assigning a separate Vice President to this organization, has allowed FairPoint to put additional emphasis on accurately capturing results and providing timely information to our operating teams so that they can take actions to continually improve our performance. This group provides all the SQI, PAP, internal and external non-financial reporting for FairPoint.

With regard to the Operations and Engineering organizations, FairPoint has divided this large and critical organization into two sections to provide additional executive focus. Brian Lippold was promoted to Senior Vice President of Engineering and Network Planning in September 2009. Mr. Lippold's strong engineering background and leadership skills make him ideally suited for this challenging position. Mr. Lippold has responsibility for engineering and network planning.

Karen Mead will continue as the Senior Vice President of Operations for FairPoint. Ms. Mead can now focus exclusively on improvements in the operations organization to improve mean time to repair and FairPoint's ability to meet its installation commitments. Ms. Mead will also continue to lead the Proact, Central Office, Network Operations Center and Outside Plant groups.

Next, Bryan Lamphere, our Director for Engineering and Operations Systems Support has been made responsible for end-to-end systems and process improvement. Mr. Lamphere and his team are focused on evaluating and improving the end-to-end performance for all FairPoint products. This work covers the point at which a customer approaches FairPoint through to the completion of billing and collections. Mr. Lamphere reports to Steve Rush.

Finally, in order to address concerns raised by CLECs and to ensure excellent and consistent customer care across both our retail and wholesale segments, all end-to-end customer care now reports to Mr. Rush.

Mr. Giammarino's pre-filed direct testimony contains **Exhibit AG-1** and this document is the current FairPoint organization chart.

Service Quality Metrics and Service Quality Reporting

Q. The Regulatory Settlement for New Hampshire includes items relating to FairPoint's service quality. Before turning to those provisions, can you update the Commission on FairPoint's retail service quality index performance?

A. Yes, I will first provide an overall assessment of our service-quality levels. I will then address the New Hampshire retail service quality issues that continue to be a challenge for us. The existing service quality requirements were set forth in Exhibit 3 to the NH 2008 Settlement (the "NH SQI Plan").

Service Quality

Q. Please summarize FairPoint's performance as detailed in recent Retail Service Quality Reports?

A. The Cutover from the Verizon back office systems to the new FairPoint systems had a material and adverse effect on the ability of FairPoint during 2009 to satisfy the service quality commitments it made in the NH SQI Plan. While basic network performance parameters continued to be met, such as operator assistance, directory assistance/intercept response (with the exception of February 2009), dial tone speed and call completion, the requirements relating to service installations, repair service and call center performance immediately following Cutover were significantly below the commitments. As a result, the retail service quality penalties for 2009 aggregated $6,000,000.

For the NH SQI Plan, compliance is ultimately measured on an average year-to-date basis against the specified baseline standard. FairPoint is currently meeting the January year-to-date service quality baselines for 10 of the 12 defined metrics. As of December 2009 FairPoint met the year-to-date service quality baselines for 5 of the 12 metrics. Our more recent performance has improved. Since October, FairPoint has operated at or better than the baseline standards for 7 of the 12 metrics. Still more recently, for the months of December 2009 and January 2010, FairPoint performed at or better than the baseline standard for 10 of the 12 metrics.

Meeting the established benchmarks for two service quality metrics in particular--"Percent Out of Service (OOS) Troubles Cleared within 24 Hours," and "Held Orders for Facility Reasons – Average Delay Days" – has been challenging for FairPoint and therefore those two metrics are receiving special focus. Our February interim data indicate that we are currently meeting the OOS metric benchmark of 87%. With regard to the Held Orders for Facility Reasons, we have established a new monitoring process for this metric. We are reviewing the accuracy of the dated order activity, and after addressing accuracy issues with this data, we expect to be in compliance with this service quality metric's benchmark as well.

Items 7 through 18 of Exhibit JA-2 illustrate the monthly measurements for the 12 service quality metrics and the results for 2008 and 2009, through December as compared

to the established baseline standards. Information for January 2010 is contained in Exhibit JA-3. Exhibit JA-4 contains graphical representations of this data over time.

For the "% Installation Services Orders Met Commitment and % Installation Service Orders Met w/in 30 days", the company is performing above the benchmark at 96% and 100%, respectively, for the month of January, 2010 as illustrated in the February Quality of Service Report (Exhibit JA-3). For the calendar year 2009 as reflected in the January Quality of Service Report (Exhibit JA-2), FairPoint's year-to-date average is below the metrics' benchmarks as monitored under the NH SQI Plan with the baseline standards of 90% and 95%, respectively.

With respect to service quality indices related to Percent Calls Answered for Operator Assistance, Directory Assistance, Business Office and Repair Centers, the management, systems and process plans implemented by the company regarding call center matters, have enabled the company to address issues in this area. The company has been meeting the benchmarks for these metrics on a monthly basis since October, 2009 and continuing into January, 2010. Related to 2009, FairPoint met the year to date average benchmarks for both the Operator Assistance and Directory Assistance Centers but not the Business Office and Repair Centers.

The company is in compliance with the three (3) metrics regarding "Customer Trouble Report Rate", "Percent Dialtone Speed within 3 seconds", and "Percent Call

Completion". FairPoint has met the benchmarks for these metrics both for average year to date 2009 and in January 2010.

In 2009 FairPoint's service quality metrics for "Percent Out of Service (OOS) Troubles Cleared within 24 Hours" and "Held Orders for Facility Reasons – Average Delay Days" have been unfavorably exceeding the defined baselines. These metrics have historically (and predating the transaction) been a challenge for the company, especially for the Percent Out of Service (OOS) Cleared in 24 Hours. FairPoint had challenges in measuring the Percent OOS metric but has recently completed a restatement for 2009 with the corrected methodology and data. This restatement will be reflected in our annual filing of the service quality metrics. We are continuing to show improvement in these two metrics after exiting the summer months of June, July and August when these areas are typically negatively affected by an increase in weather related troubles. The Network Engineering and Operations organization is working on new performance indicators and metrics to better demonstrate how this aspect of the business is performing.

FairPoint monitors its customer commitment strategy on an ongoing basis to ensure that the Repair and Resolution Center ("RRC") provides the customer with the most accurate commitment time by which their service will be restored. Currently, these commitments range from same day by 6:00 PM, or the next day by 6:00 PM. When the installation and repair load increases substantially due to seasonal conditions or other business demands,

the commitment may need to be extended. Many troubles are repaired without the need to dispatch a repair technician to the customer's location. In these cases, the customer should receive a call from FairPoint verifying that service is working to their satisfaction before the trouble report is closed. In those cases in which the commitment time is extended due to higher priorities or unexpected delays, such as sickness or emergency days off by our technicians, the customer should receive a call from FairPoint apologizing for the delay and letting them know that we will dispatch a technician first thing the next day.

FairPoint's results for customer commitments met for repair times are identified on the following chart:

Percent (%) Customer Commitments Met in New Hampshire

Month	July	August	September	October	November	December	January
Business	88	90	90	89	89	90	92
Residence	86	88	91	90	93	92	94

As explained by Mr. Lamphere, FairPoint is taking a multi-tiered approach to understanding and addressing the provisioning and order flow-through issues, which negatively impact the Service Quality Indices related to Installation Orders. Indeed, order flow-through is one of the specific areas that Accenture has reviewed and on which it has made recommendations for action. The details of the above-mentioned initiatives are provided in the testimony of Ms. Weatherwax and Mr. Lamphere's testimony.

Q. You have provided an assessment of FairPoint's overall service level as well as several service-quality areas that remain an issue. How will the resolution of the Chapter 11 proceeding and the terms of the Regulatory Settlement benefit FairPoint's New Hampshire customers?

A. The service quality benefits for customers contained in the NH SQI Plan are preserved with the Regulatory Settlement. In general, all of the service quality program requirements of the NH SQI Plan will remain in place; however, penalties for 2009 will be deferred. If FairPoint meets the following benchmarks for each of the following performance areas averaged over the twelve calendar months ending December 31, 2010, the 2009 penalties will be waived:

- % Installation Appointments Met: 90%
- % Installation Service Roders Met within 30 Days: 95%
- Customer Trouble Reports Rate per 100 Lines - Network: 1.12
- % OOS Service Troubles Cleared in 24 Hours (excl. Sunday): 87%
- % Repair Commitments Met: 89%

If FairPoint meets some but not all of these objectives, the 2009 penalties will be reduced by 20% for each performance area for which FairPoint achieves the service objective averaged over the period of twelve calendar months ending December 31, 2010.

The Regulatory Settlement requires FairPoint to adhere to the service quality metrics of the NH SQI Plan during 2010 and thereafter and pay the prescribed penalties for any failure to meet the metrics in 2010 and any subsequent year.

Under the Regulatory Settlement, the provisions of the NH SQI Plan are amended by deleting references to DSL service in Section 3.2 . This change reflects the fact that retail DSL is an unregulated competitive service. Additionally, Section 4 of that NH SQI Plan is clarified so that the New Hampshire penalty structure will be calculated as it is in Maine, using the percentage "not met" formulation. The maximum total annual liability for penalties is set at $12.5 million.

The Regulatory Settlement provides that at the end of the five-year basic exchange retail rate "stay-out" period in the NH 2008 Settlement (in which FairPoint does not seek to raise retail basic exchange rates and other parties do not seek to lower them), FairPoint can ask the Commission for changes in the service quality standards and penalties.

Q. FairPoint has experienced issues regarding the reporting of its service quality metrics since Cutover. Please provide an update regarding FairPoint's service quality reporting.

A. As mentioned above FairPoint had difficulty during 2009 in producing the "Percent of OOS within 24 hour" metric. We have subsequently been able to correct that issue and will provide a restatement for each month of 2009 in our final annual filing for the period.

As communicated in our January Quality of Service filing (Exhibit JA-2) FairPoint will be implementing additional SQI metrics for the calendar period 2010 as discussed in our

meeting with the Commission Staff in December. These metric measurements are available in our February Quality of Service filing and represent additional installation performance metrics beginning with January 2010 results.

Q. Have the issues that have impacted other parts of the business (such as order flow-through and data synchronization) impacted FairPoint's ability to report service metrics?

A. The system/database that supports the reporting of the performance metrics for both the NH SQI Plan and the Performance Assurance Plan, or PAP/C2C, reporting is continuing to be reviewed and evaluated similarly to the operational systems and processes. To the extent there are issues or enhancements in the interrelated systems or processes in the work stream, the reporting associated with those systems or processes will be impacted. As a result FairPoint conducts a weekly and a monthly review process with members of the metrics reporting and operations teams to monitor and analyze the metric issues. This review includes both an in depth review of the calculation of the metric and the underlying data quality, as well as a review of operational system and process performance represented in the metric results.

Going forward, the "Metric Remediation," project identified by Accenture is a high priority project that is being implemented as part of the CDIP Program being administered by Ms. Weatherwax. The project plan includes analyzing the metric results, reviewing the calculation methodologies, evaluating the impacts of subsequent system

enhancements on reporting and reviewing issues related to the ordering, provisioning, and/or maintenance systems and the operational processes. This is an iterative review process conducted in conjunction with Mr. Lamphere's End-to-End performance team as we continue to gain additional knowledge about the systems and refine our operational environment.

FairPoint adopted service quality metrics that were agreed upon by Verizon and state regulators in other states prior to the FairPoint acquisition. Verizon participated in the definition and design of these measurements. FairPoint has worked diligently to convert these measurements to access data points in our more than seventy (70) newly implemented systems, as well as to interpret the intention of the service quality indices. FairPoint's intent is to deliver a consistent measure of the service quality metrics that is comparable to the metrics that were measured in prior years by Verizon. This consistency is imperative because the benchmarks and results that are established for these performance metrics, although they may have transitional increments in 2009, are comparable to the benchmarks that were measured and established in connection with the previously established service quality indices. Therefore, to have a correct evaluation of the performance to the benchmark one must have precisely defined the associated performance metric, which has been a challenging deliverable for some of the performance metrics, particularly those related to Installation and Repair. The product of this iterative refining process enables the company to produce annual service quality

metrics measurements that may be compared to the designated benchmarks associated with service quality plans and requirements that were conditions of the acquisition.

Each month FairPoint has scheduled deployments for enhancements to the reporting database to improve the calculation methodologies and/or implement changes to reflect enhancements to the other operational systems or processes. FairPoint restates previous measurements when appropriate and data is available. These restatements are communicated in our filings with the Commission. The 2009 annual Quality of Service Report will be filed in March and will include the final service quality performance metrics results.

Escalations and State Regulatory Communications

Q. The number of escalations has been an issue since cutover. Can you summarize the steps FairPoint has taken to deal with this problem?

A. FairPoint has worked diligently with the Commission Staff, as well as the Maine commission and the Vermont Department of Public Service ("DPS") to address the escalations themselves as well as the procedure for dealing with them. Across the three states, the number of escalations continues to decline in all categories except billing and collections. As of February 12, 2010, open escalations in all categories had fallen to 28 in Maine, 50 in New Hampshire and 105 in Vermont. Of the 183 open escalations, 108 are in the category of billing and collections.

The major reason for the increase in escalations in the billing and collections category is FairPoint's re-establishment of its normal collection and service suspension activities in the three Northern New England states. These collection and service suspension activities had been curtailed after cutover at the request of the staffs of the Maine and New Hampshire commissions and the Vermont Department of Public Service. The service suspension process was reinstated on August 15, 2009, after review and input from the three states' staffs. FairPoint had emphasized that any reinstating of a collections and suspension activity after a hiatus of several months would result in a substantial increase in escalations. This would occur simply from the fact that customers would be subject to treatment, including service suspension, even if FairPoint's processes were working perfectly. Because the collection and service suspension process involves increased personal interaction with customers, including the discussion of individual payment arrangements, customers are likely to find reasons to escalate these issues.

Billing

Q. Please describe how FairPoint has addressed retail-customer billing issues.

A. FairPoint has implemented a multi-tiered plan to identify and address retail billing issues.

At the first level, FairPoint maintains a Bill Review Team that proactively examines a sampling of approximately 1,500 bills, representative of account types (residential, small business, large business, etc.), and state jurisdictions, for each of the 11 monthly billing cycles (for a total of approximately 16,500 bills monthly) to find errors across a range of

criteria for product type. Any errors identified in this process are counted as one part of the "known billing errors" and are recorded in an account corrections work log for Customer Service. The errors are corrected for individual bills as well as by product type for generic issues.

At a second level, a billing team meets with customer service representative teams from the retail call centers twice each week to track billing issues that have been raised by customers with call center representatives. The billing and customer service teams share information regarding common billing defects, i.e., defects that are not limited to individual customers, and they explore potential causes to determine whether the defects are the result of human error and can be addressed by training or other means, or whether the defects are caused by data or system issues.

At a third level, FairPoint's IT department is continually updating and providing enhancements to the billing (Kenan) and other upstream systems to address systemic issues identified by the billing department in its proactive and reactive bill review processes. FairPoint conducts a weekly Billing Leadership Forum in which billing representatives responsible for retail, business and wholesale billing accounts meet with IT department representatives to review common billing defects across all three customer groups, identify solutions and work with the IT department to prioritize and deploy system fixes.

At a fourth level, FairPoint's Billing and Revenue Assurance group has undertaken several initiatives to identify and eliminate defects in upstream systems, processes or data that can lead to inaccurate retail bills. For example, the company has completed a Switch-to-Bill Audit, which is discussed in greater detail in the prefiled testimony of Mr. Nolting. In addition, the Billing and Revenue Assurance group has been working with an industry analytic software provider, Martin Dawes Analytics ("MDA"), on a database synchronization project. This project is also discussed in greater detail in the prefiled testimony of Mr. Nolting.

At a fifth level and as discussed in greater detail in the prefiled testimony of Ms. Weatherwax, a number of the CDIP projects recommended by Accenture address billing issues. These projects are ongoing and should yield a significant improvement in billing performance.

Taken together, we believe that the above initiatives have and will result in short, intermediate and long term improvements in the quality and accuracy of FairPoint's customer billing. I should note that while I will discuss business and wholesale billing below, the data synchronization work being undertaken by Mr. Nolting and his team, as well as the work being undertaken by Ms. Weatherwax as part of the CDIP Program, will result in benefits for all three categories of FairPoint customers.

Q. What has FairPoint done to resolve the business billing issues on a going forward basis?

A. Our initial task was to identify and fix the system issues that were causing multiple-location customers to receive inaccurate bills. Thus, for example, FairPoint determined that a leading cause of the inaccuracies arose from the fact that the individual-location and summary bills were being generated on different dates, and we developed a solution to synchronize the data contained on the bills.

These changes resolved the larger issues on multiple-location accounts, but we recognize that other issues exist and have processes and initiatives in place to resolve billing issues on a going-forward basis. Business Customer Operations has developed the following process for identification and resolution of billing defects.

Billing errors are reported to the Business Customer Operations group through a variety of sources, including call center customer service representatives, specialists, account teams and directly from customers. The billing issues are investigated by Business Customer Operations, and if they cannot be resolved through order issuance, they are reported to the billing department for further system investigations. The billing department either determines a fix itself or refers the issue to the IT department for a defect development fix. The IT department next determines the system course of action and provides an estimated Planned Fix Date (or "PFD"). Once testing has been completed in a test environment, the fix will be deployed by the IT department in the next

available deployment window. Business Customer Operations confirms that the fix has been successfully deployed. It also takes the appropriate customer follow-up actions to issue credits or adjustments as necessary if credits are not issued on a generic basis to a class of customers.

FairPoint maintains on-going monitoring of defects in this area as well. As with retail customers, FairPoint has a process in place to review a sampling of business bills for errors in each billing cycle. In addition, the Business Customer Operations group has twice-weekly meetings with the billing department, to track billing-related issues, review the business department's "Top Ten List" of defects and continue to set priorities on fixes. All defects are logged into FairPoint's Remedy database and tracked by the billing and IT departments.

FairPoint put in place a separate Business Reconciliation Team to reconcile business customer bills. The team initially reviewed 3,250 business customer bills in an effort to reconcile all past bills and to identify any root causes for errors that could be addressed on a generic, going-forward basis. The review work of this team was completed at the end of October 2009. In connection with this process, FairPoint has been meeting with business customers to resolve past billing issues and identify any current billing issues.

As I mentioned previously, FairPoint is pursuing intermediate and long term data synchronization, systems and process solutions through the work of the Billing and

Revenue Assurance group as well as through the work of Ms. Weatherwax's Project Management Organization to implement Accenture's recommendations as part of the CDIP Program. These initiatives should also provide benefits to business customers in terms of the quality and accuracy of bills.

Q. Please describe what FairPoint has done to address billing issues with its wholesale customers?

A. We have put in place a Wholesale Billing Team, which is specifically dedicated to CLEC billing issues and is available to CLEC customers to address any questions or inquiries. The Wholesale Billing Team has developed and begun operating bill quality audits using the MDA software program to verify the accuracy of underlying service parameters, component charges and overall customer invoicing. For example, a recently completed mileage audit performed against Special Access circuits identified over-and under-billing conditions, all of which were subsequently corrected in our system, and on the customer monthly charges, with back credits appropriately adjusted. The Wholesale Billing Team also conducts twice-weekly meetings with the wholesale customer call centers to identify and track systems issues and maintains ongoing lists of defects affecting bill quality for remediation by the IT department. In addition, FairPoint has undertaken a wholesale billing initiative, which includes intermediate term projects reviewing contract and tariff plans, cancellation charges on ASR service requests and other issues.

Q. On February 23, 2010, FairPoint filed a Form 8-K with the United States Securities and Exchange Commission that reported certain billing adjustment information transfer deficiencies between FairPoint's billing platform and the general ledger. How does this recent development affect your testimony regarding FairPoint's billing issues?

A. It is difficult to say until FairPoint concludes its analysis of the information transfer deficiencies reported in the Form 8-K. However, while this subject is covered more fully in Mr. Giammarino's testimony, it is safe to say that the initiatives I have described above will be informed by this analysis. To the extent that the analysis reveals the need to revise the information I have presented in my testimony, I will provide supplemental information. I should also emphasize that, as Mr. Giammarino states in his testimony, FairPoint does not expect that the error and the adjustments reported in the Form 8-K will have a significant impact on customer accounts.

Broadband

Q. Can you provide an update on FairPoint's broadband plans in the three states?

A. FairPoint undertook obligations in the merger approval process for a major broadband build-out in the three Northern New England states. However, broadband is not merely a regulatory requirement, it is the future of the company. Since the acquisition of the NNE assets, FairPoint has committed significant operational, financial and managerial resources to its broadband efforts.

While the legacy ATM network purchased from Verizon has offered broadband expansion opportunities in some locations in the Northern New England territory (and FairPoint has pursued those opportunities where available), FairPoint's primary focus has been on the engineering, design, construction and deployment of its "next generation network" ("NGN") called "VantagePoint." VantagePoint is FairPoint's network of tomorrow. In the near term, VantagePoint will offer broadband speeds of up to 15 MB/second, compared to maximum speeds of 7 MB/second with the existing ATM network. The VantagePoint NGN will provide bandwidth that can support an array of new products, such as IPTV, fiber to the home and other advanced services. It will also be designed to be scalable, providing the capability for bandwidth to be increased quickly to provide products and services to meet future business and residential customer demands.

The VantagePoint NGN is a carrier class Internet protocol/multi-protocol label switching ("IP/MPLS") broadband network with Ethernet transport that features a layered and ringed architecture that can be conceptualized as a series of layers. The first is a dense wave division multiplexing ("DWDM") transport mesh network layer capable of transporting forty 10-gigabit light path circuits over a pair of fibers. The second layer is the multi-layer switching network. At the network center is the core switching fabric comprised of six core routers, two in each of the Northern New England states. Each of the edge routers are diversely homed to the two core routers within a state. Ten-gigabit aggregation rings radiate from each edge router location to link surrounding central

offices. Radiating from each central office will be one-gigabit subtended access rings terminating in remote terminals. This structure then provides broadband access from central offices or remote terminals to customers. Initial roll-out will reach areas previously unequipped for broadband services.

Completion of this network will entail the construction of 85 inter-office fiber spans, consisting of approximately 875 miles of new fiber. A map of the three states showing the core transport network is attached to this testimony as Confidential Exhibit JA-5. While construction of the core network is time consuming and expensive, the benefits to customers are not realized until the transport network is done, central offices and remotes are equipped and service is available to customers. As we come into 2010 and 2011, customers will start to see availability of service from the NGN. A summary of the current status of the broadband build-out in New Hampshire is attached as Confidential Exhibit JA-6 (Confidential).

Q. Please summarize the provisions with respect to broadband under the NH 2008 Settlement.

A. In the NH 2008 Settlement, FairPoint agreed to achieve broadband availability for 75% of its access lines within 18 months following the closing (October 1, 2009), 85% within 24 months following the closing (April 1, 2010) and 95% within 60 months following the closing (April 1, 2013).

Q. How does FairPoint's Regulatory Settlement with the Staff Advocates of the New Hampshire Public Utilities Commission propose to alter what you have described?

A. In the Regulatory Settlement, FairPoint has agreed to adhere to these broadband coverage commitments with the exception that the 85% coverage deadline would be extended to December 31, 2010. FairPoint has confirmed its commitment to spend a total of at least $56.4 million on its New Hampshire broadband build-out. FairPoint will have the option to resell terrestrial (non-satellite) based service providers' broadband service offerings in order to fulfill FairPoint's broadband build out and/or service requirements with respect to the last eight percent (8%) of FairPoint's broadband availability requirements as contained within the NH 2008 Settlement, provided that the services meet or exceed all requirements of the NH 2008 Order, and the resold services are purchased through and serviced by FairPoint.

The Regulatory Settlement provides that pricing restrictions regarding stand-alone DSL service will terminate on April 1, 2011; provided, however, that FairPoint will continue to honor the "for life" pricing that Verizon had offered to certain customers.

Under the Regulatory Settlement, the provisions regarding application of penalty payments would be amended such that the first $500,000 of any penalty amounts resulting from any failure to meet broadband commitments will be paid to the New Hampshire Telecommunications Planning and Development Fund. Any penalties above

$500,000 will be invested within three years of the date of the penalty as additional expenditures for FairPoint's network.

FairPoint made significant broadband commitments in connection with the acquisition of the Verizon properties. The benefits of those commitments are preserved in the Regulatory Settlement. In addition, FairPoint will continue to look for other opportunities, including partnerships in both the public and private sectors, to provide even further broadband benefits.

Q. Does this conclude your testimony?

A. Yes.

Exhibit JWA-1

JEFFREY W. ALLEN

SUMMARY OF QUALIFICATIONS

- Innovative senior executive with broad ranging sales, management, and service expertise in the telecommunications industry.
- High energy, solutions oriented, and experienced in creating and implementing sales initiatives and strategic marketing plans to achieve corporate objectives.
- Honest, hard working, and quick to learn the structure of an organization, with demonstrated proficiencies in raising capital, generating revenue, growing market share, and improving profitability.
- Versatile leader with proven experience in identifying and grooming personnel for key positions within a sales and service organization.
- Articulate, resourceful, and successful in building relationships in a corporate setting.

PROFESSIONAL EXPERIENCE

FAIRPOINT COMMUNICATIONS, INC., Portland ME **June 2007 - Present**

Executive VP Northern New England Operations
- Lead the Northern New England Business for FairPoint.
- Responsibilities include, Sales, Engineering and Operations, IT, Reporting and Metrics, Customer Operations, Billing and Customer Service.

Accomplishments:
- Reorganized organization to achieve success.
- Substantially improved virtually all performance metrics.

Executive VP External Relations
- Responsible for Government Relations, Economic Development and Community Relations for FairPoint nationwide.

Accomplishments:
- Established a strong link with state government to jointly roll out economic development programs – such as Mobilize Maine in the state of Maine.
- Established a comprehensive program of Community Giving throughout Northern New England.

Assistant VP Customer Operations
- Responsible for establishing and running the customer operation organization in NNE for the Business and Wholesale units.

Accomplishments:
- Defined customer operations organization and staffed with professional leaders.
- Initiated the processes and procedures necessary to run the business.

DATAPATH, INC., Nashua, NH **December 2005-June 2007**

General Manager Wireless
- Manage daily operations of the newly acquired Wireless division for a satellite communications company.
- Played a key role in the sale, transition, and integration of Third Rail Americas, Inc. into the Datapath organization.
- Identified potential new markets and worked with sales executives and engineers to expand and modify Datapath's product and service offerings.
- Determined staffing needs, interviewed and hired personnel for general and engineering staff, assembled functional teams, and developed reporting systems during the first several months of operation.

Accomplishments:
- Recognized for securing the first wireless revenue stream for the company in less than 12 months of service.
- Sold and delivered the first production orders for a military robotics program and a Homeland Security network sale.

THIRD RAIL AMERICAS, INC., Nashua, NH **January 2005-December 2005**

Chief Executive Officer

- Directed the operational strategies of the organization and secured the necessary capital for the company to thrive.
- Established profitable business relationships with four large partners and closed several substantial government contracts.
- Defined specific markets and transformed Third Rail's products and services into marketable offerings to serve client needs.

Accomplishments:

- Successfully promoted and sold the company to Datapath at a market premium.

INTELLISPACE, INC., New York, NY **April 2000-June 2004**

President / CEO / Chairman of the Board

- Created and directed the implementation of daily efforts related to the overall strategy of the organization.

Accomplishments:

- Increased annual revenue $15MM, gross profit $23MM, and EBITDA $43MM.
- Raised $100MM from the venture capitalist marketplace.
- Reduced monthly cash burn from $5MM to $500K.
- Expanded the number of customers four fold to 4,000 business clients.

Chief Operating Officer

- Transformed a start-up organization into an industry leader and directed all daily operations of the firm.
- Represented the firm in the media, including appearances on CNNfn, ABC News, and WOR radio.

Accomplishments:

- Successfully opened up the New England, Mid Atlantic, Mid West, and UK markets.

CONECTIV CORPORATION, Wilmington, DE **July 1997-January 2000**

Corporate Vice President / General Manager Conectiv Communications

- Initiated and managed the Conectiv Communications subsidiary serving primarily business clients, with total executive responsibility for all functional areas.
- Assembled, trained, and coached a team of 350 telecom professionals and installed 75,000 access line equivalents.

Accomplishments:

- Achieved a $50 million revenue runrate in two years.
- Received an enterprise valuation of $450 million by CSFB and Merrill Lynch.

INTERMEDIA COMMUNICATIONS, INC., Tampa, FL **January 1997-July 1997**

Vice President - Alternate Channels Sales

- Directed global sales through the agent, partner, and wholesale channels and reorganized all non-direct sales functions into one cohesive unit.

Accomplishments:

- Closed a significant wholesale frame relay contract with Bell Atlantic.

FRONTIER COMMUNICATIONS, Rochester, NY **1992-1996**

President - Frontier Communications of Rochester (August 1995- December 1996)

- Managed the operations of deregulated business in the Rochester, NY market.
- Designed and implemented strategies to increase revenues and market share in an open market environment.
- Developed a business plan and implemented corporate strategies to provide integrated telecommunications services to the market.

Vice President of Sales - Integrated Services (August 1995-December 1996)

- Managed a direct sales organization offering bundled total telecommunications solutions to business customers in nine states and generating $500 million in revenues.
- Integrated the sales organizations from five acquired companies into one cohesive team.

Accomplishments:

- Developed a top producing direct sales team and achieved twice the company average in revenue per sales rep.
- Reduced customer attrition to less than 2%.

President - Eastern Region (March 1995-August 1995)
- Managed sales, customer relations, and credit/collections efforts for the East Coast and upper mid-west states.

Accomplishments:
- Increased sales productivity by 57.3%, decreased business customer attrition to 1.63%, and reduced bad debt to 1.27%.

President - New England Region (August 1993-March 1995)
- Directed a separate business entity with total executive responsibility for Sales and Operations, including Human Resources, Information Systems, Marketing, Customer Service, and Regulatory.
- Managed the upgrade of main switch without service interruptions to customers.
- Developed a positive regulatory environment in all markets served.

Accomplishments:
- Increased profitability by over 50% and maintained the highest sales productivity in the corporation.

Vice President - Metro Sales, RCI (January 1992-August 1993)
- Managed six branch offices selling long distance service in major metropolitan markets in the Northeast.
- Developed professional sales teams in each branch office and established a sales agent distribution channel.

Accomplishments:
- Increased the average sale by 225% through targeting of larger customers and using consultative sales techniques.
- Grew average monthly revenue by 700% with only a 10% increase in head count.

MCI TELECOMMUNICATIONS CORPORATION **1989-1992**
Senior Branch Manager, Boston, MA (1990-1992)
- Managed sales and customer service operations in the Boston market, with profit/loss accountability.

Accomplishments:
- Improved sales from 50% of quota to 134.5% of quota in 12 months and dramatically reduced employee turnover.
- Achieved top profit contribution in the division for 1991.

Branch Manager, Rochester/Syracuse, NY (1989-1990)
Accomplishments:
Attained #1 Branch in the Division (1990) and #1 in Sales Nationally for Vision Product Sales (1990).

ACCEL SYSTEMS, INC., Rochester, NY **1985-1988**
Executive Vice President / Owner
- Operated an office equipment dealership with oversight of Sales, Service, and Administration.

Accomplishments:
- Secured over $1 million in capital to fund a company expansion.
- Built revenues from $600K per year to $3 million per year.

RAYTHEON DATA SYSTEMS, Norwood, MA **1983-1985**
North American Sales Manager - Distributor Operations
- Directed activities of 19 distributors selling data equipment in the U.S. and Canada.

IBM CORPORATION, Rochester, NY & Boston, MA **1977-1983**
Regional Account Representative/Account Representative - National Accounts Division

EDUCATION

UNIVERSITY OF MICHIGAN, Graduate School of Business, Ann Arbor, MI **1996**
Executive Program Certificate
- Intensive one month program for senior executives covering Strategic Planning, Finance, Human Resources, Marketing, and Information Systems.

UPSALA COLLEGE, East Orange, NJ **1977**
B.S. Degree in Business Administration

COMMUNITY INVOLVEMENT

Member, Council on Foreign Relations	**2001-2005**
Board Member, PENJERDEL Council	**1999-2000**
Board Member, Highland Hospital	**1996-1997**
Vermont Business Round Table	**1993-1995**
	2007-Present

REFERENCES

References are available upon request.

Kevin M. Shea
Vice President
Government Relations NH
900 Elm Street, Suite 1922
Manchester, NH 03101
603-641-1667

January 20, 2010

Kathryn M. Bailey, PE
Telecommunications Division Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301

- RECEIPT -

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 2009 and is also filling the attached paper copy.

Below are changes that FairPoint will be making to the SQI metric as discussed in our meeting with the Commission Staff on December 4, 2009.

Metrics 1-7

- Metric 1, we will measure the average time to install for POTS dial tone, premise.
- Metric 2, we will measure the average time to install for POTS dial tone, Mechanized.
- Metric 3, we will measure the average time to install for POTS dial tone, combined premise and mechanized.
- Metric 6, we will measure the average time to install for DSL, combined premise and mechanized.
- Metric 4 & 5 will not be reported as discussed during the meeting, it does not make sense to try and break out DSL into premise and mechanized.
- Metric 7, we will continue to measure % Met commitment for POTS, combined premise and mechanized. Restatement: will be done for Feb – Oct 2009 months in the February – March time frame, see Note 1 below.

The average time to install will be measured as the times from order creation to completion of the installation work, with the order create date counted as day 0.
The % met commitment will be measure as the committed date (due date) vs. the completion of the installation work.
We expect to be able to start reporting metrics 1,2,3 and 6 for the February data month. The first time that they will be reported will be when the February SQI report is released in March. We will be able to restate and report the Jan metrics when the restatement process is complete – in the Feb-Mar time frame.

Metric 8

- Metric 8, % Installation Appointments Met w/in 30 days.

The data as reported in 2009 has no value. The create date that was being used as the starting point of the day count is not valid.
Restatement: Results will be good for December. No restatement of prior months for this metric, due to a new data field being sourced.

Metric 13, 25, & 26

- Metric 13, Customer trouble report – rate per 100 lines Network
- Metric 25, Repeat Trouble Report
- Metric 26, Access Lines in Service.

Results adjusted, see note 1 below.
ISSUE WITH CURRENT MONTH DENOMINATOR – NOV 09
Restatement: Feb – Nov will be done in the Feb – Mar time frame.

Metric 14

- Metric 14, % OOS Troubles cleared w/in 24 hours (excluding Sundays)

Results adjusted, see note 1 below.
November data uses the correct logic for identifying the out of service logic. There is still an issue with understanding the Cleared Time of the tickets.
Restatement: With corrected Cleared Time logic, the results for December will be correct. This metric will be restated for May, July & August.

Metric 18, 19, 20 & 27

- Metric 18, Held Orders - Average Delay Days.
- Metric 19, Total Held Orders on Hand Month End.
- Metric 20, Average Delay days for Installation of Service.
- Metric 27, Held Orders Over 30 Days Due to Facilities Reasons.

Results adjusted, see note 1 below.
There is a known code issue for these metrics that is expected to be corrected at the end of December. Restatement: With corrected logic, the results

FairPoint reserves its right to argue that the proceedings requiring this report are stayed or should be stayed and to seek appropriate relief with the Bankruptcy Court.

Please call if you have any questions.

Sincerely,

Kevin M. Shea

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Peter Nixon
Janet Brack
Karen Mead
Michael Morrissey
Brian Lippold

		FairPoint Communications - NNE													
		New Hampshire SQI Results													
		December 2009													
			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
1	POTs Premise Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	**TBD**													
2	POTs Mechanized Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	**TBD**													
3	POTs Combined Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	**TBD**													
4	DSL Premise Installation - % Aptmts	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Basline	**TBD**													
5	DSL Mechanized Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	**TBD**													
6	DSL Combined Installation	2007													
	% Appointments Met	YTD													
		2008													
		YTD													
		2009													
		YTD													
	Baseline	**TBD**													
7	% Installation Services Orders	2007	97	98	97	97	97	97	97	97	97	98	98	98	
	Met Commitment	YTD	97	98	97	97	97	97	97	97	97	97	97	97	97
		2008	97	97	98	99	99	99	98	97	98	99	98	97	
		YTD	97	97	97	98	98	98	98	98	98	98	98	98	**98**
		2009	98	45	46	62	75	78	74	75	79	83	84	92	
		YTD	98	72	63	63	65	67	68	69	70	72	73	74	74
	Baseline	**90**													
	Baseline - Penalty Calculation	**10**	2	28	37	37	35	33	32	31	30	28	27	26	26

8	% Installation Service Orders	2007	0	0	0	0	0	0	0	0	0	0	0	0	
	Met - w/in 30 days	YTD	0	0	0	0	0	0	0	0	0	0	0	0	0
		2008	0	0	0	0	0	0	0	0	0	0	0	0	
		YTD	0	0	0	0	0	0	0	0	0	0	0	0	0
		2009	n/a	0	53	75	76	63	69	70	77	84	84	100	
		YTD	n/a	0	27	43	51	54	56	58	61	63	65	68	68
	Baseline	95													
	Baseline - Penalty Calculation	5	n/a	100	73	57	49	46	44	42	39	37	35	32	32
9	% Toll and Local Assistance	2007	97	96	94	96	94	95	95	94	96	94	94	95	
	Operator Calls answered within	YTD	97	97	96	96	95	95	95	95	95	95	95	95	95
	10 seconds	2008	97	97	95	98	98	97	96	97	98	99	98	96	
		YTD	97	97	96	97	97	97	97	97	97	97	97	97	97
		2009	97	93	95	96	92	90	91	92	93	94	96	95	
		YTD	97	95	95	95	95	94	93	93	93	93	94	94	94
	Baseline	90													
	Baseline - Penalty Calculation	10	3	5	5	5	5	6	7	7	7	7	6	6	6
10	% Directory Assistance and Intercept	2007	93	94	90	91	90	88	92	96	95	95	95	93	
	Calls answered within	YTD	93	94	92	92	92	91	91	92	92	92	93	93	93
	10 seconds	2008	92	93	95	96	98	98	97	100	100	100	100	99	
		YTD	92	93	93	94	95	95	96	96	97	97	97	97	97
		2009	100	82	92	92	91	86	85	89	90	93	93	91	
		YTD	100	91	91	92	91	91	90	90	90	90	90	90	90
	Baseline	85													
	Baseline - Penalty Calculation	15	0	9	9	8	9	9	10	10	10	10	10	10	10
11	% Repair Service Calls answered within	2007	86	87	88	85	86	86	86	87	87	86	90	89	
	20 seconds	YTD	86	87	87	87	86	86	86	86	86	86	87	87	87
		2008	88	87	89	93	92	85	80	85	94	92	91	57	
		YTD	88	88	88	89	90	89	88	87	88	89	89	86	86
		2009	81	25	30	26	31	51	30	68	91	96	93	93	
		YTD	81	53	45	41	39	41	39	43	48	53	57	60	60
	Baseline	85													
	Baseline - Penalty Calculation	15	19	47	55	59	61	59	61	57	52	47	43	40	40
12	% Business Office and Other Calls	2007	75	75	76	74	68	65	65	72	67	62	65	58	
	Answered within 20 seconds	YTD	75	75	75	75	74	72	71	71	71	70	69	69	69
		2008	62	74	66	56	49	69	75	93	86	89	77	75	
		YTD	62	68	67	65	61	63	64	68	70	72	72	73	73
		2009	87	55	16	45	72	72	73	84	77	85	85	94	
		YTD	87	71	53	51	55	58	60	63	65	67	68	70	70
	Baseline	77													
	Baseline - Penalty Calculation	23	13	29	47	49	45	42	40	37	35	33	32	30	30

13	Customer Trouble Reports	2007	1.47	0.71	1.16	2.51	1.53	1.73	1.80	1.50	1.30	1.51	0.94	0.85	
	Rate per 100 lines-Network	YTD	1.47	1.09	1.11	1.46	1.48	1.52	1.56	1.55	1.52	1.52	1.47	1.42	1.42
		2008	0.85	1.38	1.11	1.00	0.93	1.56	1.97	1.83	1.30	1.28	1.11	3.34	
		YTD	0.85	1.12	1.11	1.09	1.05	1.14	1.26	1.33	1.33	1.32	1.30	1.47	1.47
		2009	1.60	0.64	1.13	1.11	1.12	1.46	1.61	1.80	1.18	1.27	0.96	1.16	
		YTD	1.60	1.12	1.12	1.12	1.12	1.18	1.24	1.31	1.29	1.29	1.26	1.25	1.25
	Baseline	1.25													
14	% OOS Troubles cleared within	2007	68	83	70	48	60	67	65	69	69	73	76	79	
	24 hours (excluding Sunday)	YTD	68	76	74	67	66	66	66	66	67	67	68	69	69
		2008	66	70	80	86	85	77	65	62	77	74	79	42	
		YTD	66	68	72	76	77	77	76	74	74	74	75	72	72
		2009	62	98	94	99	100	99	100	100	76	73	77	76	
		YTD	62	80	84	88	90	92	93	94	92	90	89	88	88
		80													
	Baseline - Penalty Calculation	20	38	20	16	12	10	8	7	6	8	10	11	12	12
15	% Repair Commitments Met	2007	77	86	77	69	76	81	81	81	79	81	86	83	
		YTD	77	82	80	77	77	78	78	79	79	79	79	80	80
		2008	81	79	86	89	88	87	82	80	85	85	87	62	
		YTD	81	80	82	84	85	85	85	84	84	84	84	83	83
		2009	77	10	75	81	83	82	86	86	91	89	91	89	
		YTD	77	44	54	61	65	68	71	72	74	76	77	78	78
		85													
	Baseline - Penalty Calculation	15	23	56	46	39	35	32	29	28	26	24	23	22	22
16	% Dialtone Speed within 3 seconds	2007	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2008	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2009	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	
		YTD	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	100
		98													
	Baseline - Penalty Calculation	2	n/a	n/a	n/a	0	0	0	0	0	0	0	0	0	0
17	% Call Completion	2007	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2008	100	100	100	100	100	100	100	100	100	100	100	100	
		YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
		2009	n/a	n/a	n/a	98.13	97.23	98.00	97.70	97.50	100.00	98.00	98.00	97.90	
		YTD	n/a	n/a	n/a	98.13	97.68	97.79	97.77	97.71	98.09	98.08	98.07	98.05	98
		97													
	Baseline - Penalty Calculation	3	n/a	n/a	n/a	2	2	2	2	2	2	2	2	2	2
18	Held Orders	2007	12.40	7.79	10.43	6.67	5.53	6.02	3.83	5.54	13.18	6.15	10.00	10.30	
	Average Total Delay Days	YTD	12.40	10.10	10.21	9.32	8.56	8.14	7.52	7.28	7.93	7.75	7.96	8.15	8.15
		2008	8.78	8.36	13.66	4.05	8.07	9.54	5.80	6.78	11.88	8.15	6.46	2.90	
		YTD	8.78	8.57	10.27	8.71	8.58	8.74	8.32	8.13	8.55	8.51	8.32	7.87	7.87
		2009	n/a	2.73	4.74	7.99	14.60	0.00	0.00	0.00	26.10	24.25	20.70	13.30	
		YTD	n/a	2.73	3.74	5.15	7.52	6.01	5.01	4.29	7.02	8.93	10.11	10.40	10.40
	Baseline	7.18													
19	**Tracking Only**														
	Total Held Orders on Hand	2007	41	19	22	18	30	24	19	37	29	25	32	27	
	Month End	YTD	41	30	27	25	26	26	25	26	27	26	27	27	27
		2008	17	15	12	14	11	14	14	13	25	11	8	19	
		YTD	17	16	15	15	14	14	14	14	15	15	14	14	14
		2009	9	424	6,511	9,620	3,060	0	0	0	42	3	5	11	
		YTD	9	217	2,315	4,141	3,925	3,271	2,803	2,453	2,185	1,967	1,789	1,640	1,640

20																
	Average Delay Days for Installation	2007	12.99	8.53	8.74	14.92	8.50	5.48	5.54	13.45	23.04	20.63	13.41	10.34		
	of Service	YTD	12.99	10.76	10.09	11.30	10.74	9.86	9.24	9.77	11.24	12.18	12.29	12.13	12.13	
		2008	8.69	10.55	12.63	6.54	11.78	10.38	6.28	10.84	14.73	15.92	8.42	6.04		
		YTD	8.69	9.62	10.62	9.60	10.04	10.10	9.55	9.71	10.27	10.83	10.61	10.23	10.23	
		2009	6.97	2.71	4.69	7.61	13.00	11.40	9.30	7.10	9.30	7.10	2.90	3.80		
		YTD	6.97	4.84	4.79	5.50	7.00	7.73	7.95	7.85	8.01	7.92	7.46	7.16	7.16	
21																
	Number of Installation Orders	2007	20,603	16,221	16,617	17,348	21,925	17,922	15,933	14,847	13,358	18,282	13,756	10,376		
		YTD	20,603	36,824	53,441	70,789	92,714	110,636	126,569	141,416	154,774	173,056	186,812	197,188	197,188	
		2008	12,721	9,451	9,426	12,868	16,676	13,722	11,628	10,561	12,549	16,137	12,068	11,274		
		YTD	12,721	22,172	31,598	44,466	61,142	74,864	86,492	97,053	109,602	125,739	137,807	149,081	149,081	
		2009	10,944	400	21,470	21,685	20,471	21,274	18,381	22,019	25,688	19,910	11,195	6,540		
		YTD	10,944	11,344	32,814	54,499	74,970	96,244	114,625	136,644	162,332	182,242	193,437	199,977	199,977	
22																
	Number of Access Lines Installed	2007	6,400	5,501	5,719	5,604	6,838	8,331	6,114	6,776	5,020	5,510	4,691	4,145		
		YTD	6,400	11,901	17,620	23,224	30,062	38,393	44,507	51,283	56,303	61,813	66,504	70,649	70,649	
		2008	4,805	3,960	3,896	3,967	3,882	4,370	4,287	4,344	4,691	4,426	4,067	2,991		
		YTD	4,805	8,765	12,661	16,628	20,510	24,880	29,167	33,511	38,202	42,628	46,695	49,686	49,686	
		2009	3,482	380	15,190	19,749	4,483	2,167	2,052	2,541	2,607	2,712	1,504	1,580		
		YTD	3,482	3,862	19,052	38,801	43,284	45,451	47,503	50,044	52,651	55,363	56,867	58,447	58,447	
23																
	% Abandoned Repair Calls	2007	1.8	1..7	1.8	1.5	1.2	1.3	1.4	1.3	1.3	1.4	1.2	1.2		
		YTD	1.8	1.8	1.8	1.7	1.6	1.5	1.5	1.5	1.5	1.4	1.4	1.4	1.4	
		2008	1.2	1.4	1.1	1.4	1.3	1.6	1.4	1.5	1.6	1.1	1.2	1.6		
		YTD	1.2	1.3	1.2	1.3	1.3	1.3	1.3	1.4	1.4	1.4	1.3	1.4	1.4	
		2009	1.4	25.4	26.2	17.8	15.8	10.7	23.6	6.0	1.2	0.6	1.0	0.7		
		YTD	1.4	13.4	17.6	17.7	17.3	16.2	17.3	15.8	14.2	12.9	11.8	10.9	10.9	
24																
	Mean Time to Repair	2007	23.52	17.57	21.92	44.80	32.02	24.27	24.67	22.83	23.57	21.58	19.90	18.33		
	All Service Problems	YTD	23.52	20.55	21.00	26.95	27.97	27.35	26.97	26.45	26.13	25.68	25.15	24.58	24.58	
		2008	20.00	21.11	18.58	16.23	17.04	20.25	24.02	25.71	21.63	20.26	19.37	54.13		
		YTD	20.00	20.56	19.90	18.98	18.59	18.87	19.60	20.37	20.51	20.48	20.38	23.19	23.19	
		2009	33.22	24.80	52.00	33.70	29.80	30.70	28.70	25.50	23.60	24.50	23.90	22.20		
		YTD	33.22	24.80	38.40	36.83	35.08	34.20	33.28	32.17	31.10	30.37	29.72	29.04	29.04	
25																
	# Repeat Trouble Reports	2007	882	490	986	1,619	1,436	1,399	1,341	1,114	1,017	1,114	502	518		
		YTD	882	1,372	2,358	3,977	5,413	6,812	8,153	9,267	10,284	11,398	11,900	12,418	12,418	
		2008	622	799	789	587	471	879	1,186	1,316	754	743	630	1,587		
		YTD	622	1,421	2,210	2,797	3,268	4,147	5,333	6,649	7,403	8,146	8,776	10,363	10,363	
		2009	n/a	129	347	338	339	516	602	620	637	647	395	475		
		YTD	n/a	129	476	814	1,153	1,669	2,271	2,891	3,528	4,175	4,570	5,045	5,045	
26																
	Access Lines in Service	2007	574,769	571,410	567,321	563,110	559,298	555,035	550,606	545,442	507,777	503,613	498,370	493,595	540,862	
		2008	488,109	482,104	477,012	470,222	464,350	456,916	450,231	443,725	438,005	432,001	427,079	421,862	454,301	
		2009	415,671	358,314	386,153	379,243	375,331	366,836	360,244	353,995	343,970	337,499	298,431	293,404	355,758	
27																
	Held Orders over 30 Days	2007	1	1	1	0	2	0	1	4	4	2	2	4	2	
		2008	1	2	2	1	2	0	2	2	3	2	2	4	2	
		2009	3	0	512	2,169	412	0	0	0	0	1	4	7		
		YTD	3	2	172	671	619	619	619	619	619	310	282	259	259	

ntral Offices with
stomer Trouble Reports > 2.5

Part 2009 & Remaining of 2008 report

Attachment 1
Item 12a

Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Fitzwilliam		Candia	Barrington	Candia	Alstead	Bartlett	Belmont	Fitzwilliam	Fitzwilliam	Colebrook	Bedford
		Canaan	Candia	Epping	Atkinson	Belmont	Center Ossipee	Franconia	Hampstead	Groveton	Bethlehem
		Raymond	Fitzwilliam	Errol	Bristol	Canaan	Center Sandwich	Lyme	Hanover	Jefferson	Colebrook
		Rumney	Newmarket	Fitzwilliam	Danbury	Center Harbor	Danbury	Milan	Jefferson	Kingston	Franconia
		Waterville Valley	Rindge	Marlow	Deerfield	Center Sandwich	Dublin		Lancaster	Lancaster	Jefferson
			Sanbornville		Epsom	Colebrook	Errol		Lyme	Lyme	Lyme
					Fitzwilliam	Deerfield	Fitzwilliam		Milan	Marlboro	Pittsburg
					Kingston	Dublin	Franconia		Rumney	Twin Mountain	Rumney
					Littleton	Durham	Hancock		Winchester	West Stewartstown	Sunapee
					Lyme	Fitzwilliam	Hanover				Twin Mountain
					Marlow	Goffstown	Harrisville				Whitfield
					North Stratford	Jefferson	Lancaster				
					Raymond	Kingston	Marlow				
					Sunapee	Lyme	Merrimack				
					West Stewartstown	Madison	Milan				
						Marlow	Milton				
						Milton Mills	Newport				
						Newmarket	North Haverhill				
						Northwood	Pittsburg				
						Rindge	Rye Beach				
						Rye Beach	Sanbornville				
						Sanbornville	Sunapee				
						Spofford	Whitefield				
						Warren					
						Winchester					

ld Orders > 30 days										Attachment 2	
			2009 & REMAINING OF 2008 REPORT							Item 4	
Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Exeter			Newport	Hanover						Plaistow	Plaistow
Portsmouth										Sunapee	
Walpole										Walpole	
										Whitfield	

Kevin M. Shea
Vice President
Government Relations NH
900 Elm Street, Suite 1922
Manchester, NH 03101
603-641-1667

February 19, 2010

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 January 2010 and is also filling the attached paper copy.

Metrics 1-3 & 6 –these will replace the original Metrics 1-6

- Metric 1, POTS Premise Installation-we will measure the average time to repair Metric 2, POTS Mechanized Installation – we will measure the average time to repair.
- Metric 3, POTS Combined Installation – we will measure the average time to repair.
- Metric 6, DSL Combined Installation - we will measure the average time to repair – this metric was not required to be broken out premise vs. mechanized.
- Metric 4 & 5 will not be reported as discussed during the meeting, it does not make sense to try and break out DSL into premise and mechanized.

There will not be any restatement for 2009 for these 4 metrics.

Metric 7

- Metric 7, we will continue to measure % Met commitment for POTS, combined premise and mechanized.

Restatement: will be done for Feb – Oct 2009 months in the February – March 2010 time frame.

Metric 8

- Metric 8, % Installation Appointments Met w/in 30 days.

The data as reported in 2009 has no value. The create date that was being used as the starting point of the 30 day count is not valid.

Restatement: Results will be good for Dec. 2009 and January 2010. No restatement of prior months for this metric, due to a new data field being sourced.

Metrics 9-12, 16-17 & 23

- Metric 9, Toll and Assist - Calls answered within 10 seconds
- Metric 10, D/A and Intercept - Calls answered within 10 seconds
- Metric 11, Repair Service - Calls answered within 20 seconds
- Metric 12, Business Office - Calls answered within 20 seconds
- Metric 16, Dial tone speed within 3 seconds
- Metric 17, % Call completion
- Metric 23, % Abandoned Calls – Repair

No changes expected for any of these metrics. Restatement: None needed for these metrics.

Metric 13, 15, 21-22 & 24-26

- Metric 13, Customer trouble reports – rate per 100 lines Network
- Metric 15, % Repair Commitments Met
- Metric 21, Number of Installation Orders
- Metric 22, Number of Access Lines Installed – Inward Movement only
- Metric 24, Mean Time to Repair
- Metric 25, Repeat Trouble Report
- Metric 26, Access Lines in Service.

Restatement: Feb – Oct 2009 time frame. Results available in the Feb – Mar time frame.

Metric 14

- Metric 14, % OOS Troubles cleared within 24 hours (excluding Sundays)

Beginning with the Jan 2010 results, these results are being reported from a new database. This change allows for more accurate reporting of the OOS metric. An investigation is underway to determine if any historical results can be accurately produced.

Metric 18, 19, 20 & 27

- Metric 18, Held Orders - Average Delay Days.
- Metric 19, Total Held Orders on Hand Month End.
- Metric 20, Average Delay days for Installation of Service.
- Metric 27, Held Orders Over 30 Days Due to Facilities Reasons.

Restatement: we will not be able to restate any of the previous months.

FairPoint reserves its right to argue that the proceedings requiring this report are stayed or should be stayed and to seek appropriate relief with the Bankruptcy Court.

Please call if you have any questions.

Sincerely,

Kevin M. Shea

Attachments

cc: Meredith Hatfield
Peter Nixon
Janet Brack
Brian Lippold
Karen Mead
Michael Morrissey
Teresa Rosenberger

	FairPoint Communications - NNE													
	New Hampshire SQI Results													
	January 2010													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
POTs Premise Installation	2007													
Average Time to Install	YTD													
	2008													
	YTD													
	2009													
	YTD													
	2010	3.8												
	YTD	3.8												3.8
Baseline	TBD													
POTs Mechanized Installation	2007													
Average Time to Install	YTD													
	2008													
	YTD													
	2009													
	YTD													
	2010	2.2												
	YTD	2.2												2.2
Baseline	TBD													
POTs Combined Installation	2007													
Average Time to Install	YTD													
	2008													
	YTD													
	2009													
	YTD													
	2010	3.2												
	YTD	3.2												3.2
Baseline	TBD													
DSL Combined Installation	2007													
Average Time to Install	YTD													
	2008													
	YTD													
	2009													
	YTD													
	2010	3.2												
	YTD	3.2												3.2
Baseline	TBD													
% Installation Services Orders	2007	97	98	97	97	97	97	97	97	97	98	98	98	
Met Commitment	YTD	97	98	97	97	97	97	97	97	97	97	97	97	97
	2008	97	97	98	99	99	99	98	97	98	99	98	97	
	YTD	97	97	97	98	98	98	98	98	98	98	98	98	98
	2009	98	45	46	62	75	78	74	75	79	83	84	92	
	YTD	98	72	63	63	65	67	68	69	70	72	73	74	74
	2010	96												
	YTD	96												96
Baseline	90													
Baseline - Penalty Calculation - 2009	10	2	28	37	37	35	33	32	31	30	28	27	26	26
Baseline - Penalty Calculation - 2010	10	4												4
% Installation Service Orders	2007	0	0	0	0	0	0	0	0	0	0	0	0	
Met - w/in 30 days	YTD	0	0	0	0	0	0	0	0	0	0	0	0	0
	2008	0	0	0	0	0	0	0	0	0	0	0	0	
	YTD	0	0	0	0	0	0	0	0	0	0	0	0	0
	2009	n/a	0	53	75	76	63	69	70	77	84	84	100	
	YTD	n/a	0	27	43	51	54	56	58	61	63	65	68	68
	2010	100												
	YTD	100												100
Baseline	95													
Baseline - Penalty Calculation - 2009	5	n/a	100	73	57	49	46	44	42	39	37	35	32	32
Baseline - Penalty Calculation - 2010	5	0												0
% Toll and Local Assistance	2007	97	96	94	96	94	95	95	94	96	94	94	95	
Operator Calls answered within	YTD	97	97	96	96	95	95	95	95	95	95	95	95	95
10 seconds	2008	97	97	95	98	98	97	96	97	98	99	98	96	
	YTD	97	97	96	97	97	97	97	97	97	97	97	97	97
	2009	97	93	95	96	92	90	91	92	93	94	96	95	
	YTD	97	95	95	95	95	94	93	93	93	93	94	94	94
	2010	95												
	YTD	95												95
Baseline	90													
Baseline - Penalty Calculation - 2009	10	3	5	5	5	5	6	7	7	7	7	6	6	6
Baseline - Penalty Calculation - 2010	10	5												5
% Directory Assistance and Intercept	2007	93	94	90	91	90	88	92	96	95	95	95	93	
Calls answered within	YTD	93	94	92	92	92	91	91	92	92	92	93	93	93
10 seconds	2008	92	93	95	96	98	98	97	100	100	100	100	99	
	YTD	92	93	93	94	95	95	96	96	97	97	97	97	97
	2009	100	82	92	92	91	86	85	89	90	93	93	91	
	YTD	100	91	91	92	91	91	90	90	90	90	90	90	90
	2010	93												
	YTD	93												93
Baseline	85													
Baseline - Penalty Calculation - 2009	15	0	9	9	8	9	9	10	10	10	10	10	10	10
Baseline - Penalty Calculation - 2010	15	7												7

	FairPoint Communications - NNE													
	New Hampshire SQI Results													
	January 2010													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
% Repair Service Calls answered within	2007	86	87	88	85	86	86	86	87	87	86	90	89	
20 seconds	YTD	86	87	87	87	86	86	86	86	86	86	87	87	87
	2008	88	87	89	93	92	85	80	85	94	92	91	57	
	YTD	88	88	88	89	90	89	88	87	88	89	89	86	86
	2009	81	25	30	26	31	51	30	68	91	96	93	93	
	YTD	81	53	45	41	39	41	39	43	48	53	57	60	60
	2010	96												
	YTD	96												96
Baseline	85													
Baseline - Penalty Calculation - 2009	15	19	47	55	59	61	59	61	57	52	47	43	40	40
Baseline - Penalty Calculation - 2010	15	4	4	4	4	4	4	4	4	4	4	4	4	4
% Business Office and Other Calls	2007	75	75	76	74	68	65	65	72	67	62	65	58	
Answered within 20 seconds	YTD	75	75	75	75	74	72	71	71	71	70	69	69	69
	2008	62	74	66	56	49	69	75	93	86	89	77	75	
	YTD	62	68	67	65	61	63	64	68	70	72	72	73	73
	2009	87	55	16	45	72	72	73	84	77	85	85	94	
(baseline was 77 in 2009)	YTD	87	71	53	51	55	58	60	63	65	67	68	70	70
	2010	90												
	YTD	90												90
Baseline	85													
Baseline - Penalty Calculation - 2009	23	13	29	47	49	45	42	40	37	35	33	32	30	30
Baseline - Penalty Calculation - 2010	15	10												10
Customer Trouble Reports	2007	1.47	0.71	1.16	2.51	1.53	1.73	1.80	1.50	1.30	1.51	0.94	0.85	
Rate per 100 lines-Network	YTD	1.47	1.09	1.11	1.46	1.48	1.52	1.56	1.55	1.52	1.52	1.47	1.42	1.42
	2008	0.85	1.38	1.11	1.00	0.93	1.56	1.97	1.83	1.30	1.28	1.11	3.34	
	YTD	0.85	1.12	1.11	1.09	1.05	1.14	1.26	1.33	1.33	1.32	1.30	1.47	1.47
	2009	1.60	0.64	1.13	1.11	1.12	1.46	1.61	1.80	1.18	1.27	0.96	1.16	
(baseline was 1.25 in 2009)	YTD	1.60	1.12	1.12	1.12	1.12	1.18	1.24	1.31	1.29	1.29	1.26	1.25	1.25
	2010	0.90												
	YTD	0.90												0.90
Baseline	1.12													
% OOS Troubles cleared within	2007	68	83	70	48	60	67	65	69	69	73	76	79	
24 hours (excluding Sunday)	YTD	68	76	74	67	66	66	66	66	67	67	68	69	69
	2008	66	70	80	86	85	77	65	62	77	74	79	42	
	YTD	66	68	72	76	77	77	76	74	74	74	75	72	72
	2009	62	98	94	99	100	99	100	100	76	73	77	76	
(baseline was 80 in 2009)	YTD	62	80	84	88	90	92	93	94	92	90	89	88	88
	2010	78												
	YTD	78												78
	87													
Baseline - Penalty Calculation - 2009	20	38	20	16	12	10	8	7	6	8	10	11	12	12
Baseline - Penalty Calculation - 2010	13	22												22
% Repair Commitments Met	2007	77	86	77	69	76	81	81	81	79	81	86	83	
	YTD	77	82	80	77	77	78	78	79	79	79	79	80	80
	2008	81	79	86	89	88	87	82	80	85	85	87	62	
	YTD	81	80	82	84	85	85	85	84	84	84	84	83	83
	2009	77	10	75	81	83	82	86	86	91	89	91	89	
(baseline was 85 in 2009)	YTD	77	44	54	61	65	68	71	72	74	76	77	78	78
	2010	93												
	YTD	93												93
	89													
Baseline - Penalty Calculation - 2009	15	23	56	46	39	35	32	29	28	26	24	23	22	22
Baseline - Penalty Calculation - 2010	11	7												7
% Dialtone Speed within 3 seconds	2007	100	100	100	100	100	100	100	100	100	100	100	100	
	YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
	2008	100	100	100	100	100	100	100	100	100	100	100	100	
	YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
	2009	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	
	YTD	n/a	n/a	n/a	100	100	100	100	100	100	100	100	100	100
	2010	100												
	YTD	100												100
	98													
Baseline - Penalty Calculation - 2009	2	n/a	n/a	n/a	0	0	0	0	0	0	0	0	0	0
Baseline - Penalty Calculation - 2010	2	0												0
% Call Completion	2007	100	100	100	100	100	100	100	100	100	100	100	100	
	YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
	2008	100	100	100	100	100	100	100	100	100	100	100	100	
	YTD	100	100	100	100	100	100	100	100	100	100	100	100	100
	2009	n/a	n/a	n/a	98.13	97.23	98.00	97.70	97.50	100.00	98.00	98.00	97.90	
	YTD	n/a	n/a	n/a	98.13	97.68	97.79	97.77	97.71	98.09	98.08	98.07	98.05	98
	2010	98												
	YTD	98												98
	97													
Baseline - Penalty Calculation - 2009	3	n/a	n/a	n/a	2	2	2	2	2	2	2	2	2	2
Baseline - Penalty Calculation - 2010	3	2												2
Held Orders	2007	12.40	7.79	10.43	6.67	5.53	6.02	3.83	5.54	13.18	6.15	10.00	10.30	
Average Total Delay Days	YTD	12.40	10.10	10.21	9.32	8.56	8.14	7.52	7.28	7.93	7.75	7.96	8.15	8.15
	2008	8.78	8.36	13.66	4.05	8.07	9.54	5.80	6.78	11.88	8.15	6.46	2.90	
	YTD	8.78	8.57	10.27	8.71	8.58	8.74	8.32	8.13	8.55	8.51	8.32	7.87	7.87
	2009	n/a	2.73	4.74	7.99	14.60	0.00	0.00	0.00	26.10	24.25	20.70	14.80	
(baseline was 7.18 in 2009)	YTD	n/a	2.73	3.74	5.15	7.52	6.01	5.01	4.29	7.02	8.93	10.11	10.54	10.54
	2010	12.30												
	YTD	12.30												12.30
Baseline	6.46													

	FairPoint Communications - NNE													
	New Hampshire SQI Results													
	January 2010													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
Tracking Only														
Total Held Orders on Hand	2007	41	19	22	18	30	24	19	37	29	25	32	27	
Month End	YTD	41	30	27	25	26	26	25	26	27	26	27	27	27
	2008	17	15	12	14	11	14	14	13	25	11	8	19	
	YTD	17	16	15	15	14	14	14	14	15	15	14	14	14
	2009	9	424	6,511	9,620	3,060	0	0	0	42	3	5	11	
	YTD	9	217	2,315	4,141	3,925	3,271	2,803	2,453	2,185	1,967	1,789	1,640	1,640
	2010	3												
	YTD	3												3
Average Delay Days for Installation of Service	2007	12.99	8.53	8.74	14.92	8.50	5.48	5.54	13.45	23.04	20.63	13.41	10.34	
	YTD	12.99	10.76	10.09	11.30	10.74	9.86	9.24	9.77	11.24	12.18	12.29	12.13	12.13
	2008	8.69	10.55	12.63	6.54	11.78	10.38	6.28	10.84	14.73	15.92	8.42	6.04	
	YTD	8.69	9.62	10.62	9.60	10.04	10.10	9.55	9.71	10.27	10.83	10.61	10.23	10.23
	2009	6.97	2.71	4.69	7.61	13.00	11.40	9.30	7.10	9.30	7.10	2.90	3.80	
	YTD	6.97	4.84	4.79	5.50	7.00	7.73	7.95	7.85	8.01	7.92	7.46	7.16	7.16
	2010	7.10												
	YTD	7.10												7.10
Number of Installation Orders	2007	20,603	16,221	16,617	17,348	21,925	17,922	15,933	14,847	13,358	18,282	13,756	10,376	
	YTD	20,603	36,824	53,441	70,789	92,714	110,636	126,569	141,416	154,774	173,056	186,812	197,188	197,188
	2008	12,721	9,451	9,426	12,868	16,676	13,722	11,628	10,561	12,549	16,137	12,068	11,274	
	YTD	12,721	22,172	31,598	44,466	61,142	74,864	86,492	97,053	109,602	125,739	137,807	149,081	149,081
	2009	10,944	400	21,470	21,685	20,471	21,274	18,381	22,019	25,688	19,910	11,195	6,540	
	YTD	10,944	11,344	32,814	54,499	74,970	96,244	114,625	136,644	162,332	182,242	193,437	199,977	199,977
	2010	7,902												
	YTD	7,902												7,902
Number of Access Lines Installed	2007	6,400	5,501	5,719	5,604	6,838	8,331	6,114	6,776	5,020	5,510	4,691	4,145	
	YTD	6,400	11,901	17,620	23,224	30,062	38,393	44,507	51,283	56,303	61,813	66,504	70,649	70,649
	2008	4,805	3,960	3,896	3,967	3,882	4,370	4,287	4,344	4,691	4,426	4,067	2,991	
	YTD	4,805	8,765	12,661	16,628	20,510	24,880	29,167	33,511	38,202	42,628	46,695	49,686	49,686
	2009	3,482	380	15,190	19,749	4,483	2,167	2,052	2,541	2,607	2,712	1,504	1,580	
	YTD	3,482	3,862	19,052	38,801	43,284	45,451	47,503	50,044	52,651	55,363	56,867	58,447	58,447
	2010	1,249												
	YTD	1,249												1,249
% Abandoned Repair Calls	2007	1.8	1..7	1 8	1.5	1.2	1 3	1.4	1.3	1 3	1.4	1.2	1.2	
	YTD	1.8	1.8	1 8	1.7	1 6	1.5	1.5	1.5	1.5	1.4	1.4	1.4	1.4
	2008	1.2	1.4	1.1	1.4	1 3	1 6	1 4	1.5	1 6	1 1	1.2	1 6	
	YTD	1.2	1 3	1.2	1 3	1.3	1 3	1 3	1 4	1 4	1 4	1.3	1 4	1.4
	2009	1 4	25 4	26.2	17.8	15.8	10.7	23 6	6.0	1.2	0.6	1.0	0.7	
	YTD	1 4	13.4	17 6	17 7	17.3	16.2	17.3	15.8	14 2	12.9	11.8	10 9	10.9
	2010	0 5												
	YTD	0.5												1.0
Mean Time to Repair	2007	23 52	17 57	21.92	44 80	32.02	24.27	24 67	22.83	23.57	21.58	19 90	18.33	
All Service Problems	YTD	23.52	20 55	21.00	26.95	27.97	27.35	26.97	26 45	26.13	25 68	25 15	24 58	24.58
	2008	20 00	21 11	18.58	16 23	17.04	20.25	24 02	25.71	21 63	20.26	19 37	54.13	
	YTD	20.00	20 56	19.90	18.98	18.69	18.87	19 60	20.37	20 51	20.48	20.38	23 19	23.19
	2009	33.22	24 80	52.00	33.70	29.80	30 70	28 70	25 50	23 60	24.50	23.90	22 20	
	YTD	33.22	24 80	38 40	36.83	35 08	34.20	33 28	32.17	31 10	30.37	29 72	29.04	29.04
	2010	20 60												
	YTD	20.60												20.60
# Repeat Trouble Reports	2007	882	490	986	1,619	1,436	1,399	1,341	1,114	1,017	1,114	502	518	
	YTD	882	1,372	2,358	3,977	5,413	6,812	8,153	9,267	10,284	11,398	11,900	12,418	12,418
	2008	622	799	789	587	471	879	1,186	1,316	754	743	630	1,587	
	YTD	622	1,421	2,210	2,797	3,268	4,147	5,333	6,649	7,403	8,146	8,776	10,363	10,363
	2009	n/a	129	347	338	339	516	602	620	637	647	395	475	
	YTD	n/a	129	476	814	1,153	1,669	2,271	2,891	3,528	4,175	4,570	5,045	5,045
	2010	369												
	YTD	369												369
Access Lines in Service	2007	574,769	571,410	567,321	563,110	559,298	555,035	550,606	545,442	507,777	503,613	498,370	493,595	540,862
	2008	488,109	482,104	477,012	470,222	464,350	456,916	450,231	443,725	438,005	432,001	427,079	421,862	454,301
	2009	415,671	358,314	386,153	379,243	375,331	366,836	360,244	353,995	343,970	337,499	298,431	293,404	355,758
	2010	287,424												
Held Orders over 30 Days	2007	1	1	1	0	2	0	1	4	4	2	2	4	2
	2008	1	2	2	1	2	0	2	2	3	2	2	4	2
	2009	3	0	512	2,169	412	0	0	0	0	1	4	7	
	YTD	3	2	172	671	619	619	619	619	619	310	282	259	259
	2010	1												
	YTD	1												1

FairPoint Communications - NNE

New Hampshire SQI Results

January 2010

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
Footnotes:													
[1] 1/6/10 - Benchmarks updated to reflect transition benchmarks													
Metric #	SQI Description												
12	Business Office - Calls answered w/in 20 seconds												
13	Customer Trouble Reports - Rate per 100 lines - Network												
14	% OOS Troubles cleared w/in 24 hours (excluding Sunday)												
15	% Repair Commitments Met												
18	Held orders - average delay days												
[2] 1/20/10 - Penalty calculations updated to reflect same methodology of calculating penalties as Maine (inserted a row for each metric that will calculate the penalty based on "% not met" - Maine methodology)													
Metric #	SQI Description												
7	% Installation Service Orders - Met Commitments (penalty is % NOT MET)												
8	% Installation Service Orders - Met w/in 30 days (penalty is % NOT MET)												
9	Toll and Assist - Operator calls answered w/in 10 seconds (penalty is NOT ANSWERED w/in 90 seconds)												
10	Directory Assistance and Intercept calls answered w/in 15 seconds (penalty is NOT ANSWERED w/in 85 seconds)												
11	Repair Service calls answered w/in 10 seconds (penalty is NOT ANSWERED w/in 90 seconds)												
12	Business Office - Calls answered w/in 20 seconds (penalty is NOT ANSWERED w/in 80 seconds)												
14	% OOS Troubles cleared w/in 24 hours (excluding Sunday) (penalty is NOT CLEARED)												
15	% Repair Commitments Met (penalty is NOT MET)												
16	Dialtone Speed w/in 3 seconds (penalty is GREATER THAN 2 seconds)												
17	% Call Completion (penalty is GREATER THAN 3 seconds)												

Held Orders > 30 days										Attachment 2	
			2010 & REMAINING OF 2009 REPORT							Item 4	
Jan-10	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
			Newport	Hanover						Plaistow	Plaistow
										Sunapee	
										Walpole	
										Whitfield	

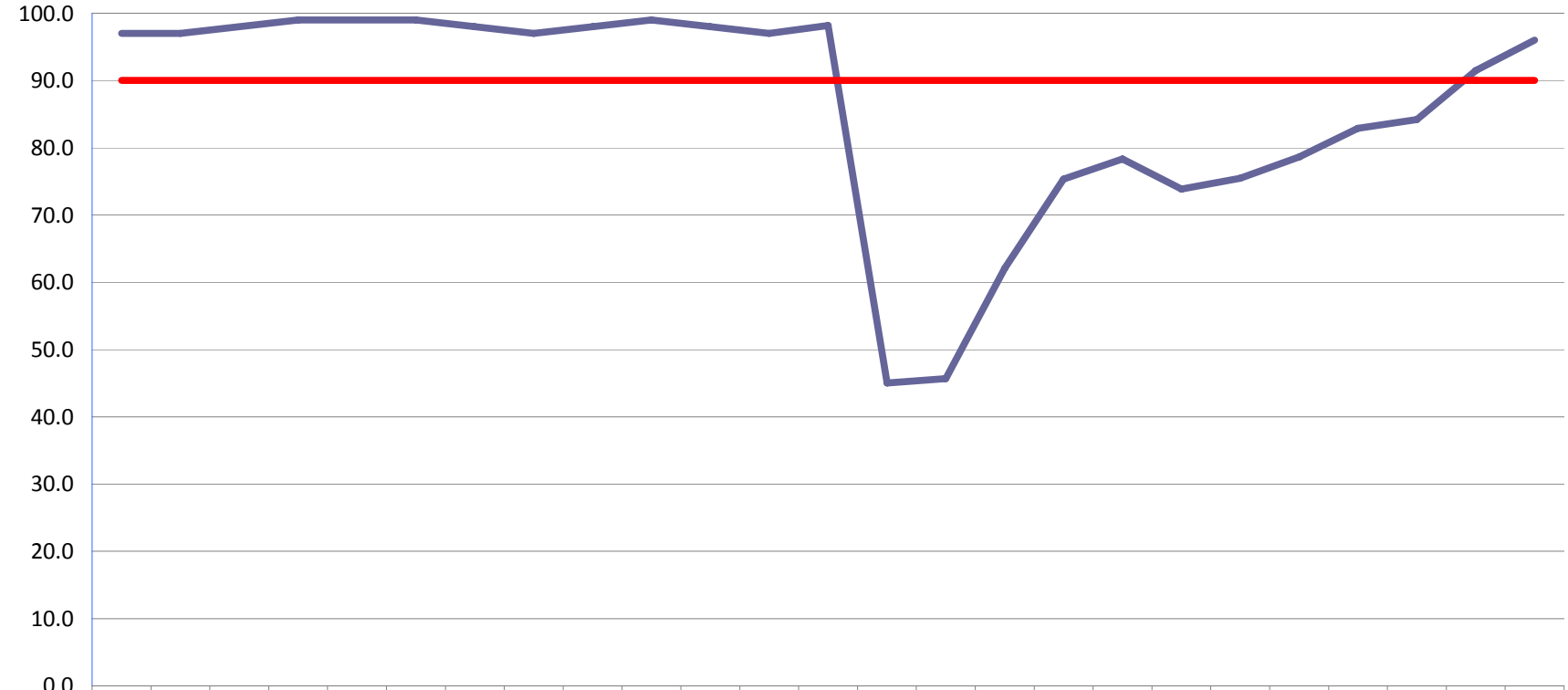
Central Offices with
Customer Trouble Reports > 2.5

Part 2010 & Remaining of 2009 report

Attachment 1
Item 12a

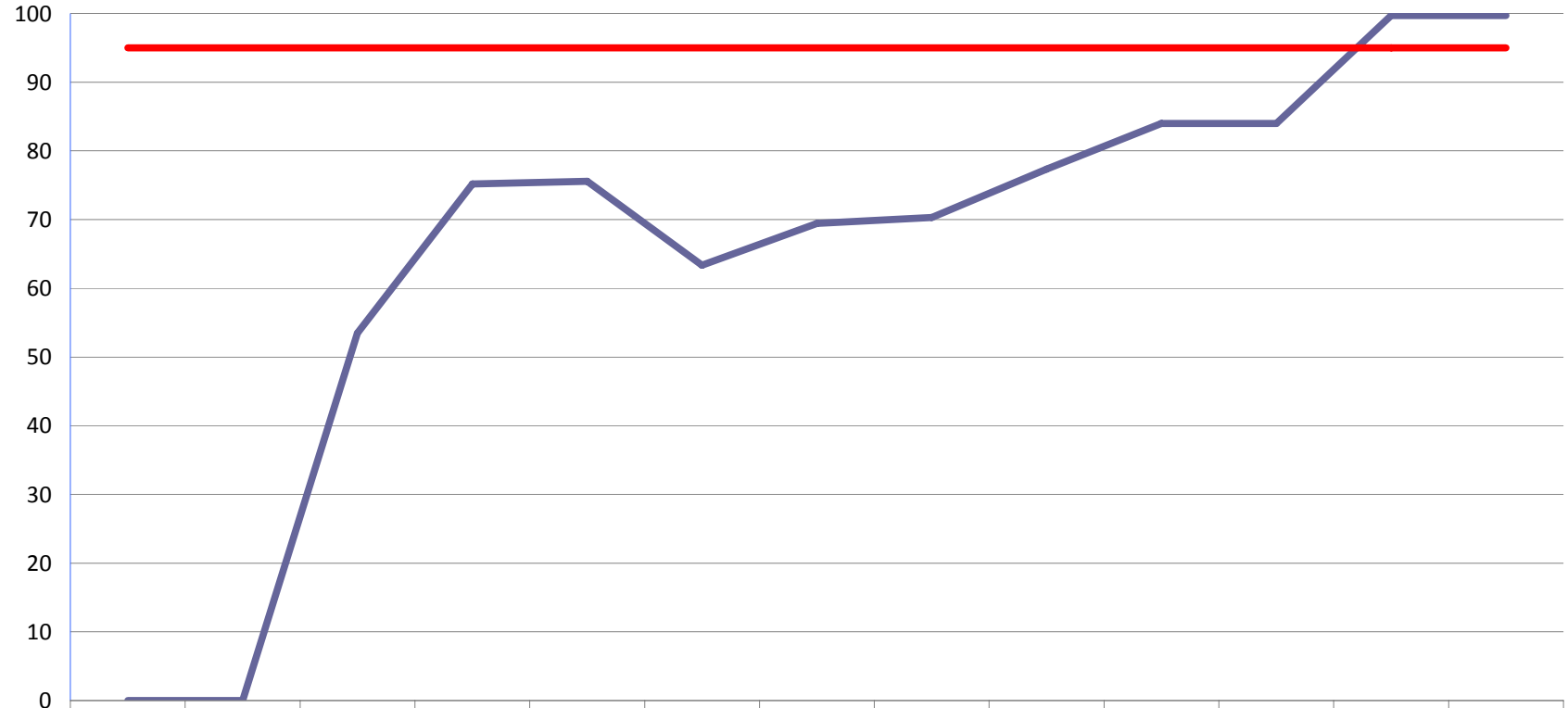
Jan-10	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Fitzwilliam		Candia	Barrington	Candia	Alstead	Bartlett	Belmont	Fitzwilliam	Fitzwilliam	Colebrook	Bedford
		Canaan	Candia	Epping	Atkinson	Belmont	Center Ossipee	Franconia	Hampstead	Groveton	Bethlehem
		Raymond	Fitzwilliam	Errol	Bristol	Canaan	Center Sandwich	Lyme	Hanover	Jefferson	Colebrook
		Rumney	Newmarket	Fitzwilliam	Danbury	Center Harbor	Danbury	Milan	Jefferson	Kingston	Franconia
		Waterville Valley	Rindge	Marlow	Deerfield	Center Sandwich	Dublin		Lancaster	Lancaster	Jefferson
			Sanbornville		Epsom	Colebrook	Errol		Lyme	Lyme	Lyme
					Fitzwilliam	Deerfield	Fitzwilliam		Milan	Marlboro	Pittsburg
					Kingston	Dublin	Franconia		Rumney	Twin Mountain	Rumney
					Littleton	Durham	Hancock		Winchester	West Stewartstown	Sunapee
					Lyme	Fitzwilliam	Hanover				Twin Mountain
					Marlow	Goffstown	Harrisville				Whitfield
					North Stratford	Jefferson	Lancaster				
					Raymond	Kingston	Marlow				
					Sunapee	Lyme	Merrimack				
					West Stewartstown	Madison	Milan				
						Marlow	Milton				
						Milton Mills	Newport				
						Newmarket	North Haverhill				
						Northwood	Pittsburg				
						Rindge	Rye Beach				
						Rye Beach	Sanbornville				
						Sanbornville	Sunapee				
						Spofford	Whitefield				
						Warren					
						Winchester					

FairPoint Communications NNE
% Installation Service Orders Met Commitment
New Hampshire



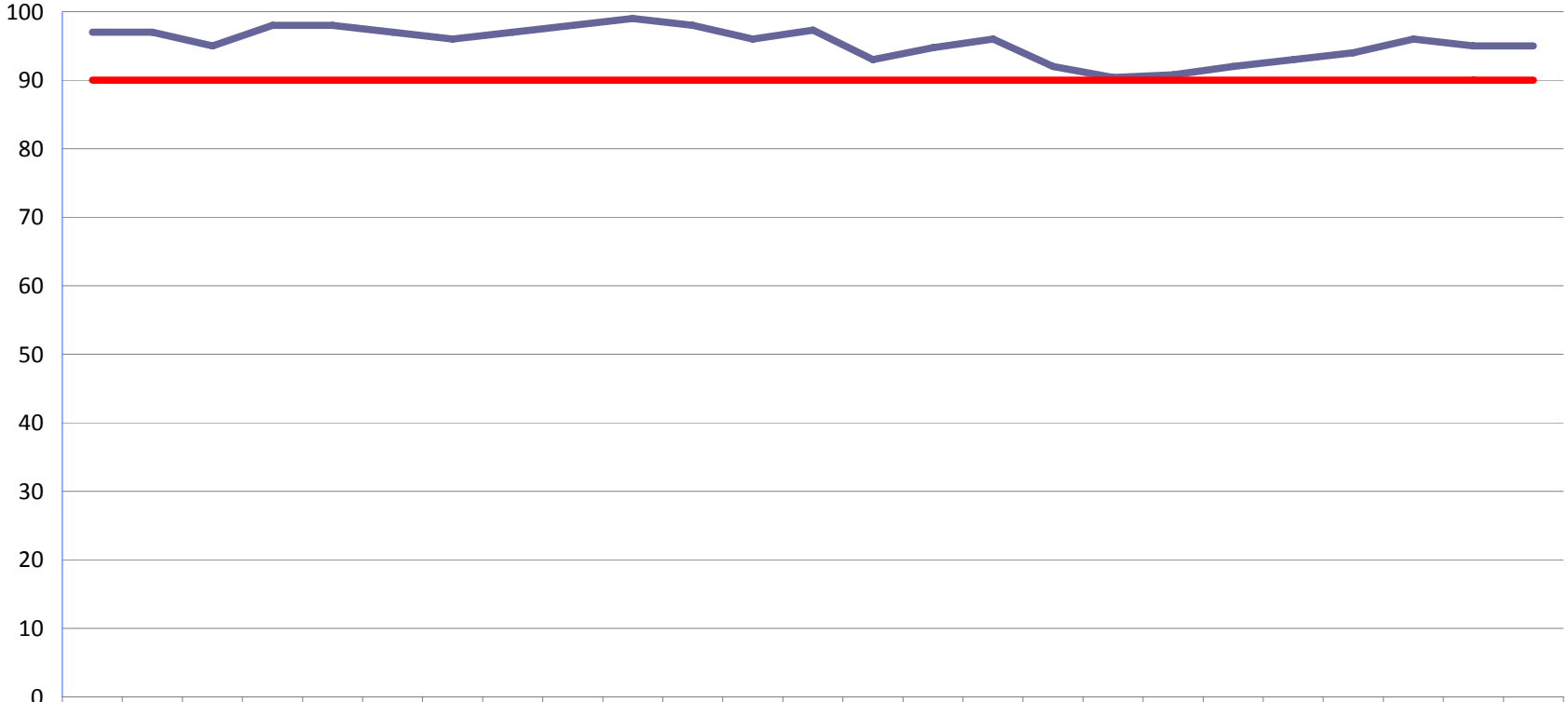
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	97	97	98	99	99	99	98	97	98	99	98	97	98	45	46	62	75	78	74	75	79	83	84	92	96
Baseline	90	90	90	90	90	90	90	90	90	90	90	90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

FairPoint Communications NNE
% Installation Service Orders Met w/in 30 Days
New Hampshire



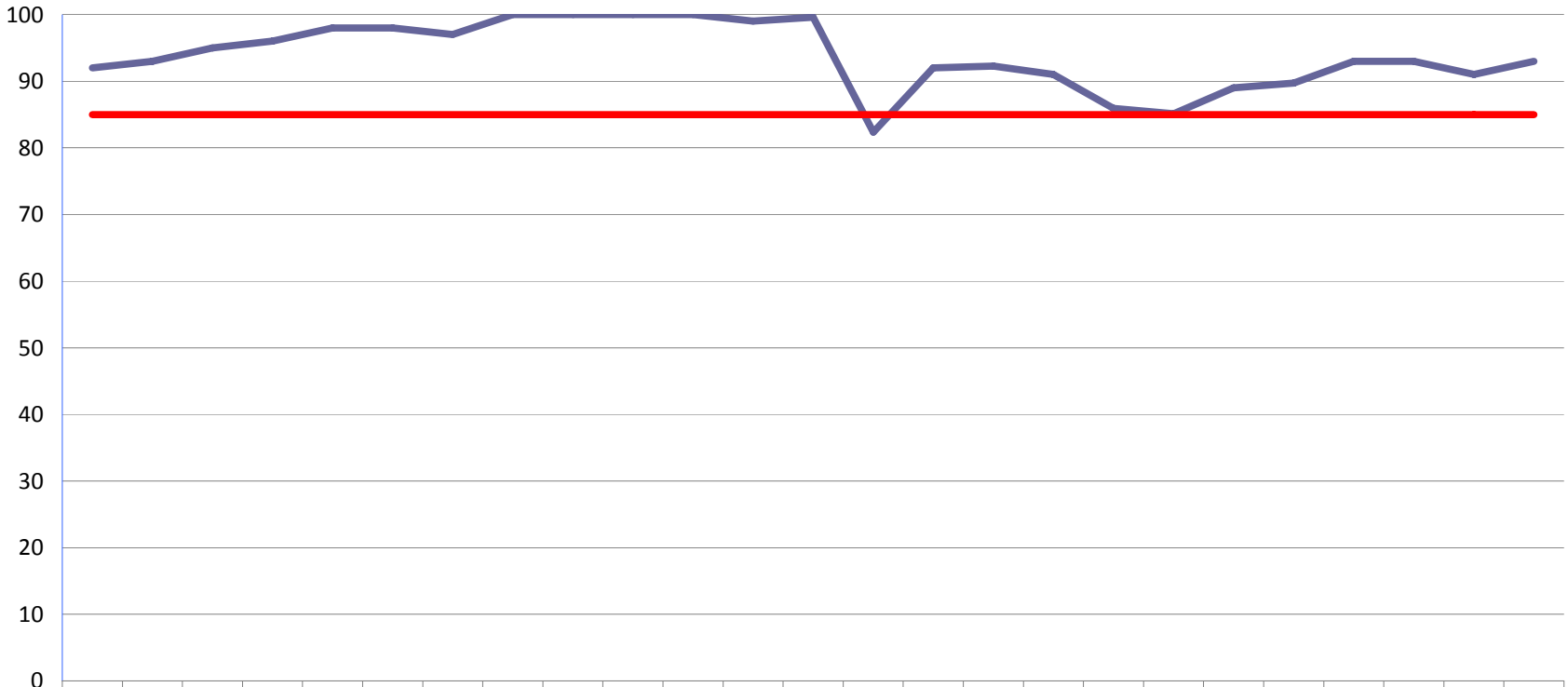
	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
09-10	0	0	53	75	76	63	69	70	77	84	84	100	100
Baseline	95	95	95	95	95	95	95	95	95	95	95	95	95

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



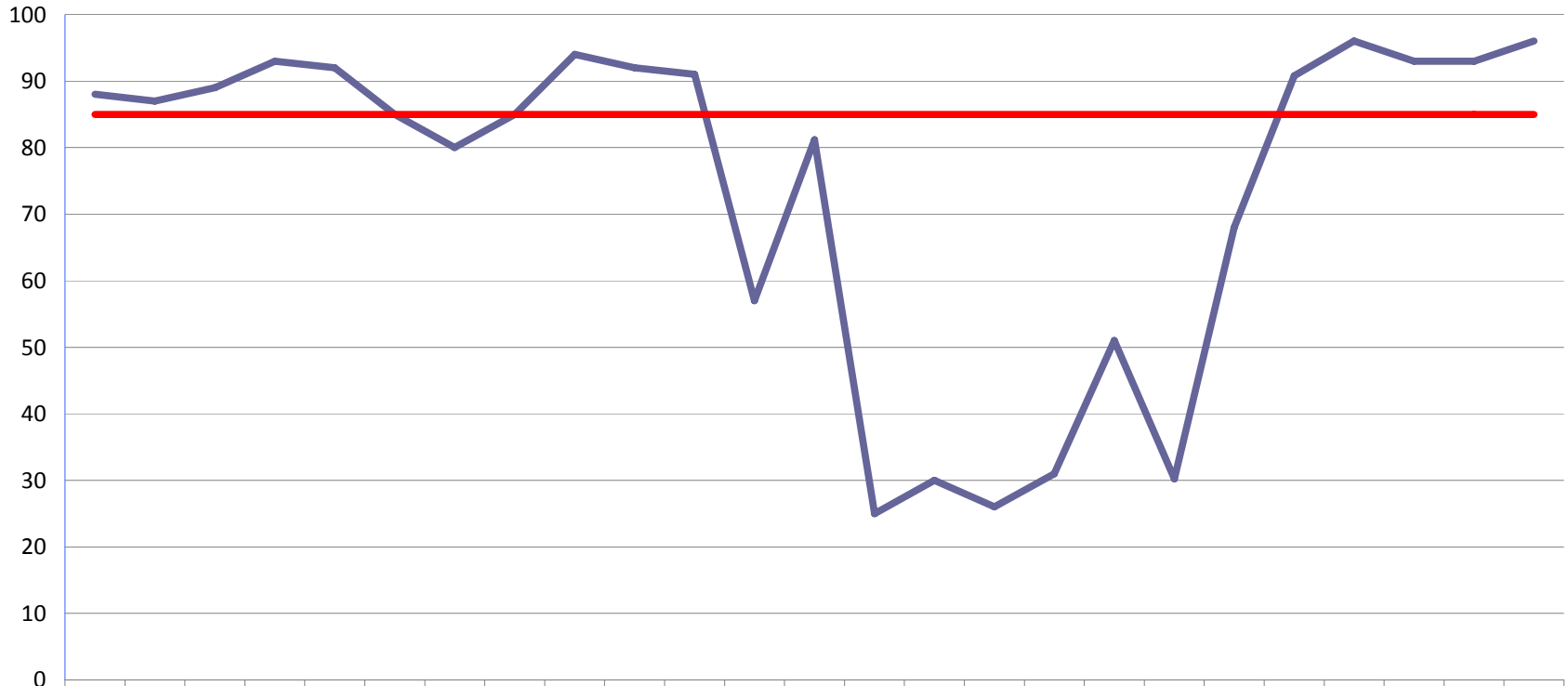
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	97	97	95	98	98	97	96	97	98	99	98	96	97	93	95	96	92	90	91	92	93	94	96	95	95
Baseline	90	90	90	90	90	90	90	90	90	90	90	90	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



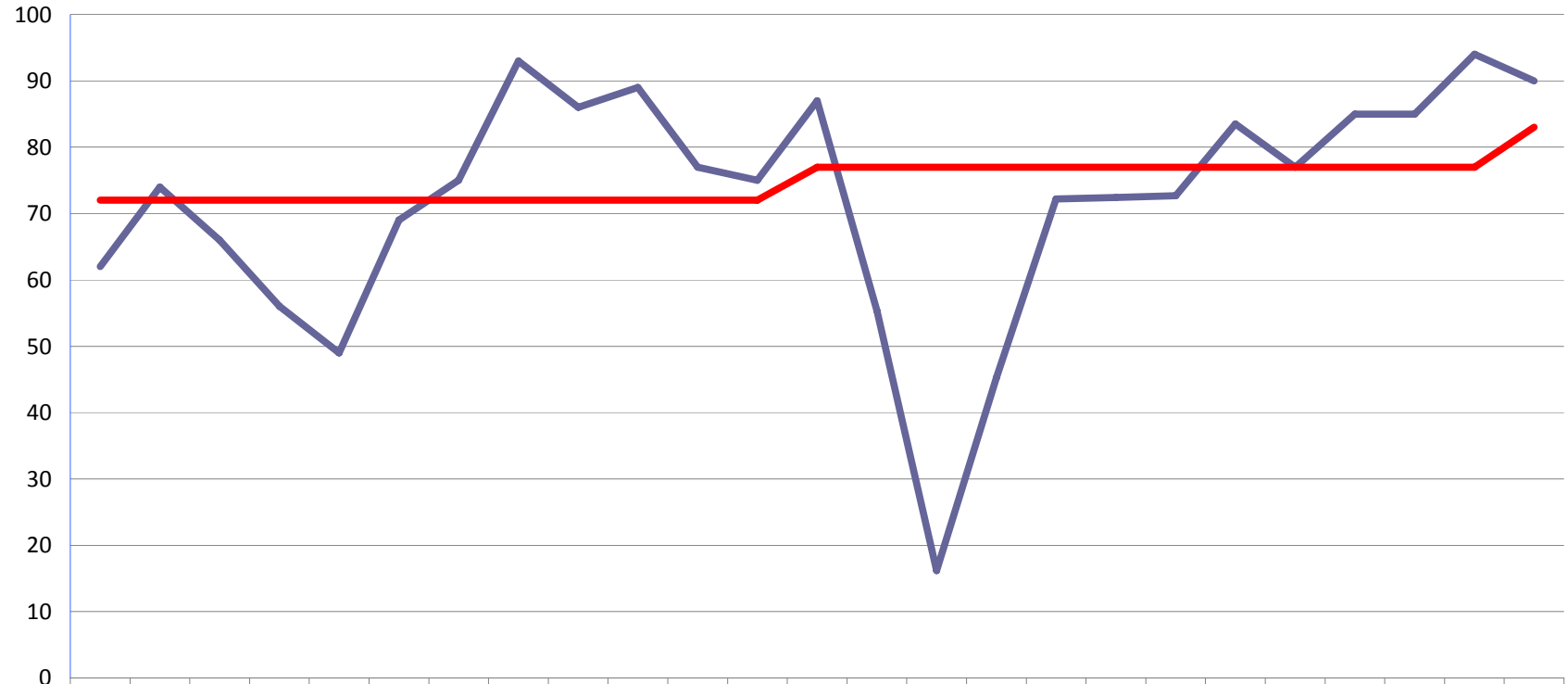
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	92	93	95	96	98	98	97	100	100	100	100	99	100	82	92	92	91	86	85	89	90	93	93	91	93
Baseline	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85

FairPoint Communications NNE
% Repair Service Calls - Answered w/in 20 Seconds
New Hampshire



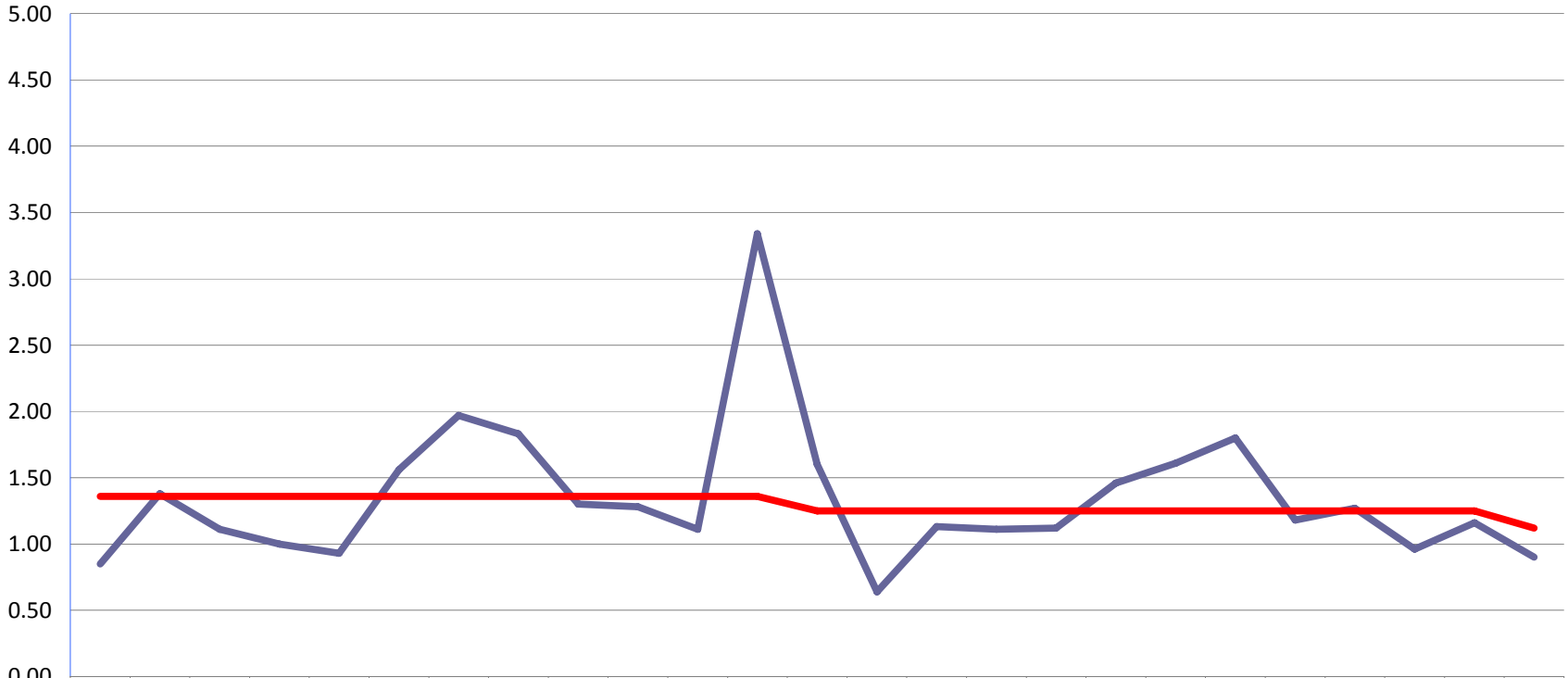
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	88	87	89	93	92	85	80	85	94	92	91	57	81	25	30	26	31	51	30	68	91	96	93	93	96
Baseline	85	85	85	85	85	85	85	85	85	85	85	85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

FairPoint Communications NNE
% Business Office Calls - Answered w/in 20 Seconds
New Hampshire



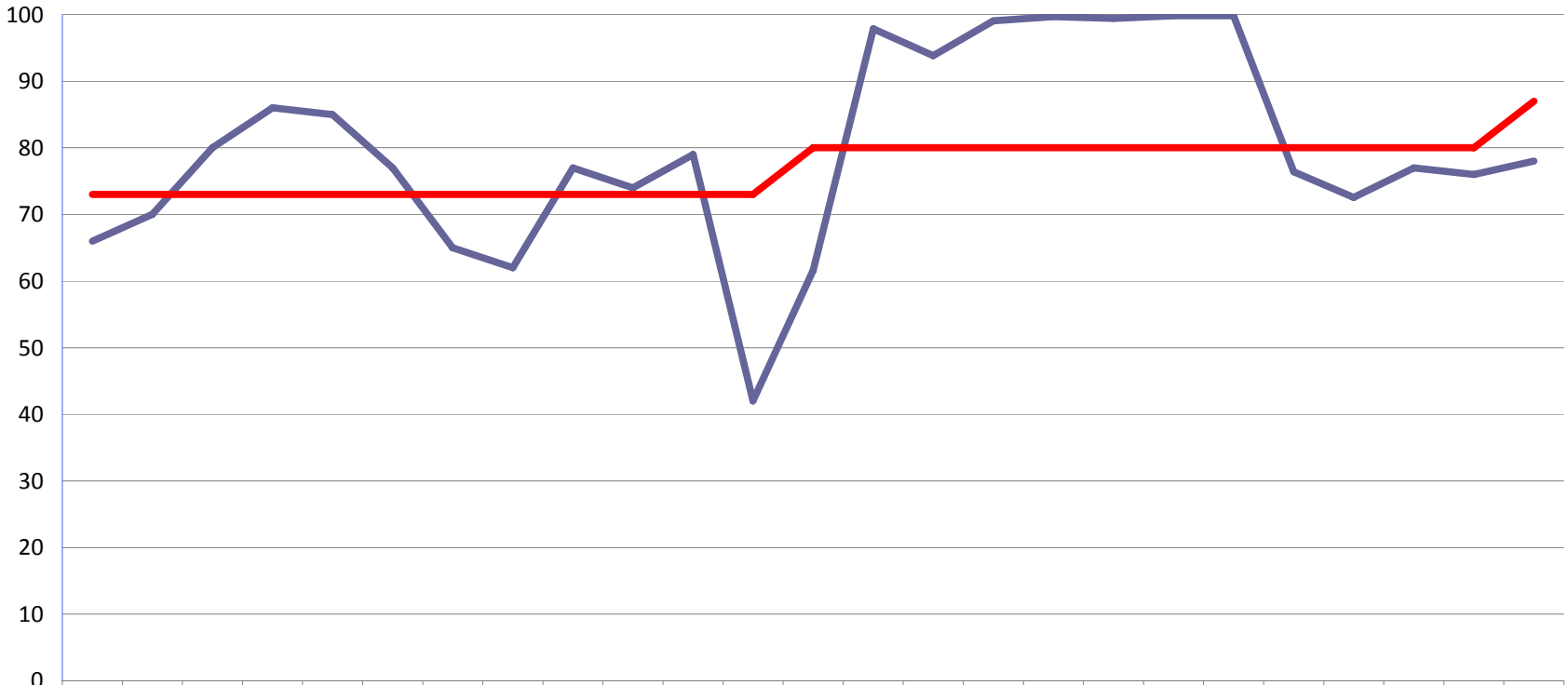
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	62	74	66	56	49	69	75	93	86	89	77	75	87	55	16	45	72	72	73	84	77	85	85	94	90
Baseline	72	72	72	72	72	72	72	72	72	72	72	72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

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



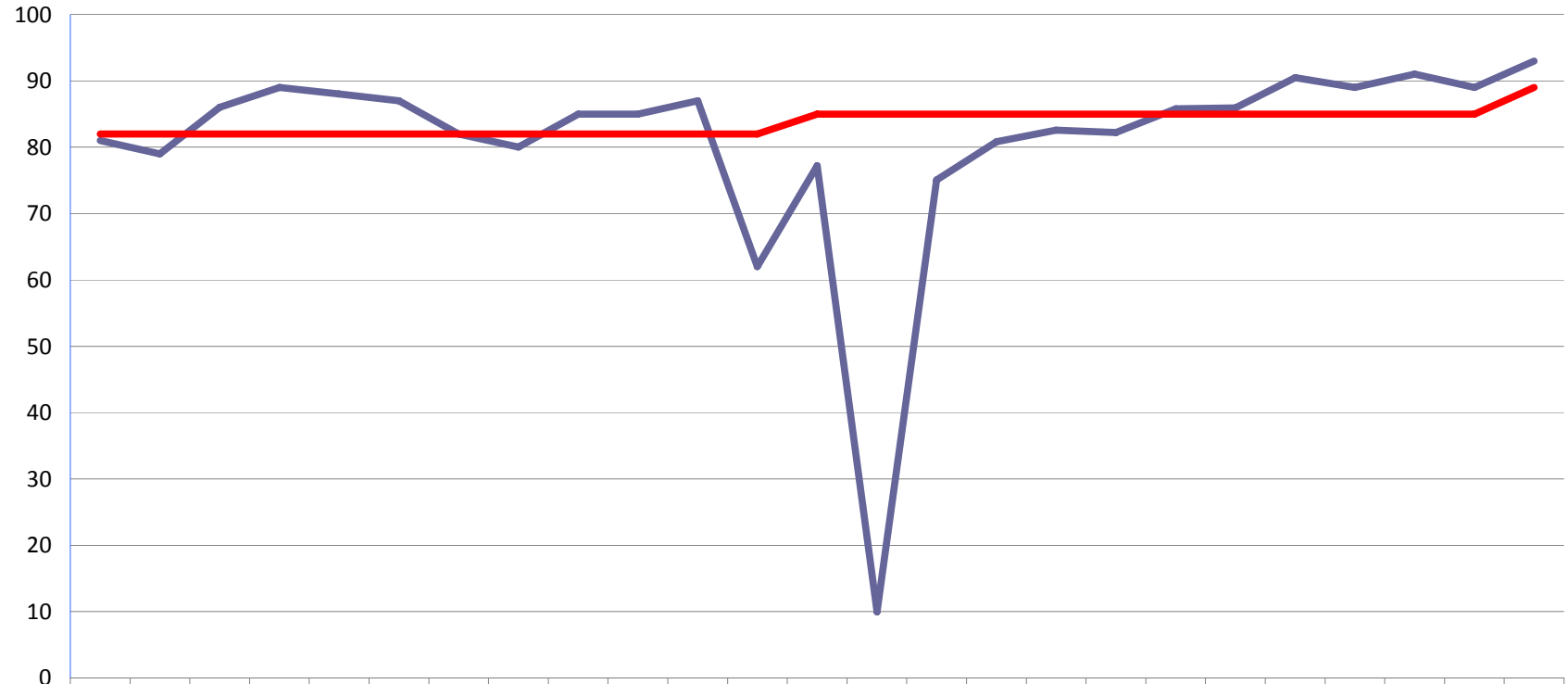
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10
08-10	0.85	1.38	1.11	1.00	0.93	1.56	1.97	1.83	1.30	1.28	1.11	3.34	1.60	0.64	1.13	1.11	1.12	1.46	1.61	1.80	1.18	1.27	0.96	1.16	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

FairPoint Communications NNE
% Repair Commitments Met
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	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

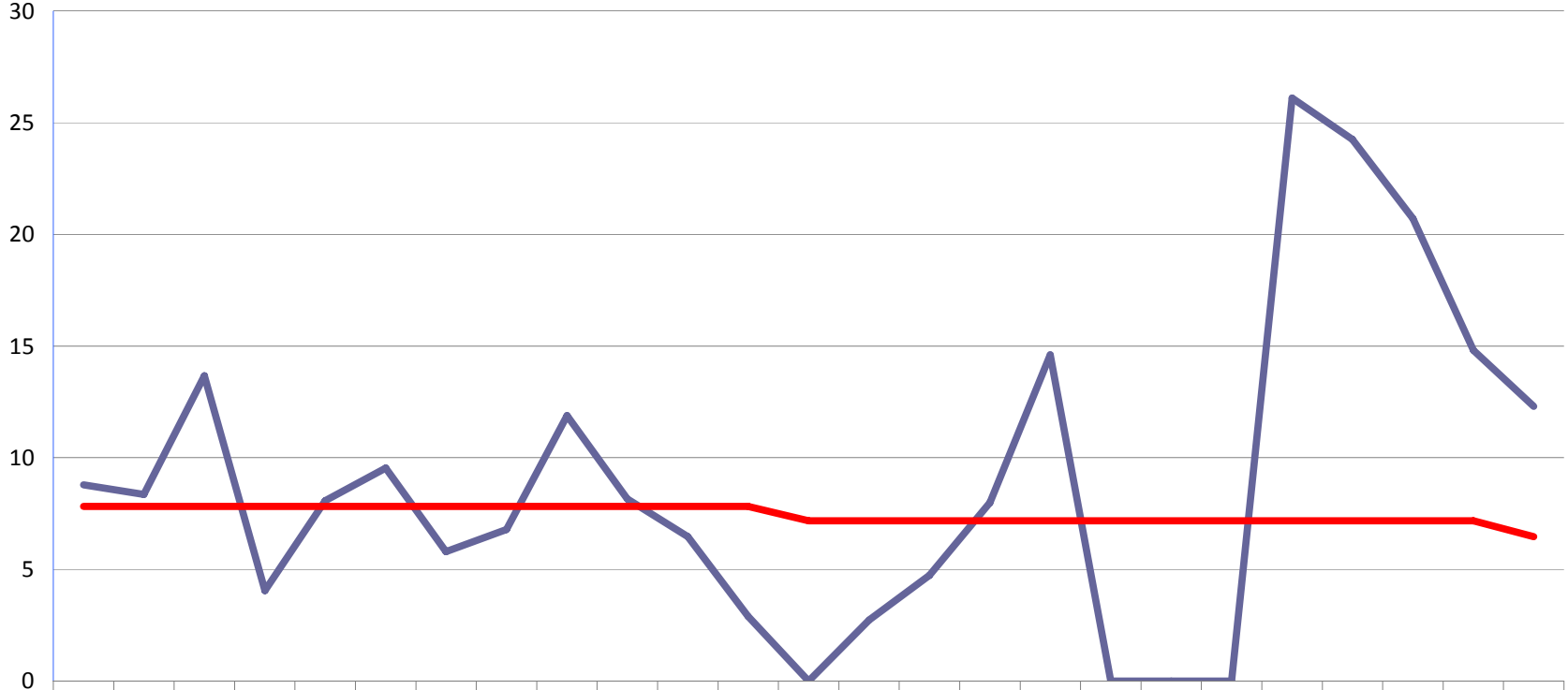
FairPoint Communications NNE
% Dialtone Speed w/in 30 Seconds
New Hampshire

	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