

STATE OF NEW HAMPSHIRE
BEFORE THE
PUBLIC UTILITIES COMMISSION

DT 07-011

VERIZON NEW ENGLAND INC., BELL ATLANTIC COMMUNICATIONS, INC.,
NYNEX LONG DISTANCE CO., VERIZON SELECT SERVICES INC.,
AND FAIRPOINT COMMUNICATIONS, INC.

Transfer of Assets to FairPoint Communications, Inc.

Responses to Oral Data Requests Issued on September 9, 2009
Joint Hearing

I. Introduction

FairPoint Communications, Inc. ("FairPoint") hereby notes that it received oral data requests during the Joint Status Conference held before members of the New Hampshire Public Utilities Commission, the Maine Public Utilities Commission and the Vermont Public Service Board in the Town of Derry, New Hampshire on September 9, 2009. The oral data requests and responses are provided below with all documents attached hereto being incorporated by reference.

ODR #1

Please advise (i) how many individuals does FairPoint employ as a "vice president", and (ii) how many of the same positions have been created since the closing. *See Tr.*, p.65.3-9.

FairPoint Response:

There were twenty-five (25) vice presidents as of March 30, 2008. With the expanded workforce, ten (10) additional vice president positions have been created for a current total of 35.

Peter G. Nixon is responsible for this response.

ODR #2

Please provide a copy of FairPoint's revised biweekly report to the three state commissions and their staffs, as revised. *See Tr.*, ps. 104.4 - 105.14.

FairPoint Response:

Attached as FairPoint ODR 2 is (i) the actual bi-weekly report which (i) FairPoint circulated on October 12, 2009 and (ii) intends to use for its on-going bi-weekly reporting efforts, (ii) the related FairPoint Accessible Letter (# PRC 0031-09182009) and (iii) FairPoint Accessible Letter (PRC 0038-10072009) indicating that FairPoint provided the first bi-weekly report on Monday, October 12, 2009. As indicated in the attached Accessible Letter, the template was shared with the CLEC community and the staffs of the three state commissions seeking their input. That input has been incorporated in the final report.

Peter G. Nixon is responsible for this response.

ODR #3

Please provide quality assurance information related to FairPoint's three (3) call centers. *See Tr.*, ps. 110.4 - 111.14

FairPoint Response:

Attached as FairPoint ODR 3 is a description of the customer survey/quality control process currently underway and the results to date. An additional twenty (20) representatives in the Bangor, Maine, center have been added to the survey.

Jeffrey W. Allen is responsible for this response.

ODR #4

Please provide information related to the present delivery of the so called DUF files to CLECs. See Tr., ps. 171.13 - 172.8.

FairPoint Response:

FairPoint is successfully delivering Daily Usage File (DUF) records to all carriers today. As a normal course of business, FairPoint continues to work with carriers on very minor issues, most of them related to data. Carriers retrieve their files via FTP (File Transfer Protocol) or NDM (Network Data Mover). FairPoint has been working with two carriers that use NDM. These carriers had experienced some data failures in the delivery of their files. For these two carriers FairPoint has in place a quality review process to manually review the delivery logs of all the files and resend any data failures. Working with these two carriers, FairPoint implemented changes into production during the week of October 7, 2009, which FairPoint believes resolved the issue.

Another concern of the carriers is the delivery of the DUF files via multiple files rather than one single file. Currently, a system limitation does not allow for the delivery of a single file. FairPoint continues to work with the vendor on the feasibility of enhancing the system to allow for the delivery via a single file. The current process provides all of the data and files required by the carriers, although some of the carriers would find the single file alternative more convenient.

Jeffrey W. Allen is responsible for this response.

ODR #5

Please provide information related to FairPoint's compliance with C2C metrics specific to acknowledgement of billing disputes, resolution of such disputes and the issuance of billing credits. *See Tr.*, ps. 172.23 - 173.5.

FairPoint Response:

C2C metric BI 304 requires billing disputes to be acknowledged within 2 days. BI 305 requires resolution of disputes within 28 days. BI 308 requires credits to be made within 45 days. FairPoint is compliant with all three metrics.

Jeffrey W. Allen is responsible for this response.

FAIRPOINT ODR 2

FairPoint Communications NNE Bi-Weekly Dashboard Cover Letter

Attached is the newly developed FairPoint Communications NNE Bi-Weekly Dashboard.

FairPoint has developed a variety of Key Performance Indicators (KPI's) that will enable us to manage our business and better serve our customers. As part of recent PUC activity, we have agreed to share these KPI's in the form of a Bi-weekly dashboard. We are measuring Key Performance Indicators in the following areas:

- Call Centers
- Late Order Metrics
- Billing
- Flow Through
- Installation
- Repair
- PUC Complaints

While many of the KPIs represent metrics similar to our monthly C2C, PAP and SQI reports, it is important to note that the metrics represented in the proposed report should not be expected to mirror the monthly reports submitted to the commissions due to differences in defined report specifications and the timing of the data extract. These are intended to be directionally accurate and consistent across all three states for management purposes.

It is our intent to continue all existing regulatory reporting and this dashboard is in addition to reports filed with the PUCs.

Any similarity to measurements provided in the daily stabilization report should be disregarded, as this attached view is prepared as weekly dashboard to be distributed bi-weekly.

There are four specific areas that information is currently omitted. The first is the area under Billing. These are noted to be provided monthly therefore the first data is expected to be present on the report of November 9. The second area is Flow Through which is expected to be included in the report of October 26. The third area is Installation by state. This information has been reported monthly via SQI in the past and we are currently working on the mechanics to provide Bi-Weekly. This information is expected to be on the October 26th report. The fourth area is Repair by state. Total Trouble Report and Repeat Report Rate will be provided on the October 26th report.

Please direct any questions or comments regarding this report to FairPointInput@FairPoint.com

FairPoint Communication NNE
BI-Weekly Dashboard

Call Center Activity - CSSC - Consumer	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	Goals	
% Abandon ¹	1%	1%	1%	1%	1%	1%	2%	0%	2%	2%	5%	
Average Speed of Answer in Seconds	7	13	7	10	7	13	26	5	22	22	83%	
Svc Level ²	91%	86%	91%	87%	92%	86%	75%	94%	81%	83%	75%	
SSC - Small Business												
	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	Goals	
% Abandon ¹	2%	1%	3%	1%	3%	1%	2%	2%	2%	2%	5%	
Average Speed of Answer in Seconds	16	13	42	17	35	15	16	14	14	15	75%	
Svc Level ²	86%	86%	71%	81%	75%	84%	81%	83%	85%	84%	75%	
Repair (RRC)												
	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	Goals	
% Abandon ¹	2%	1%	8%	9%	1%	3%	1%	1%	1%	1%	5%	
Average Speed of Answer in Seconds	28	19	121	86	12	23	8	9	10	6	80%	
Svc Level ²	76%	86%	64%	53%	88%	84%	94%	94%	92%	94%	80%	
Collections												
	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)	Goals	
% Abandon ¹	2%	5%	1%	1%	1%	5%	6%	2%	5%	2%	5%	
Average Speed of Answer in Seconds	21	36	8	7	6	53	62	22	56	22	20	
Svc Level ²	79%	58%	90%	94%	95%	59%	57%	80%	61%	80%	80%	
Late Order Metrics⁶												
	8/7/09	8/14/09	8/21/09	8/28/09	9/4/09	9/11/09	9/18/09	9/25/09	10/2/09	10/9/09		
Retail Total	699	562	554	544	652	532	461	624	480	416		
Total Late Orders - POTS	219	212	209	200	190	210	190	185	155	188		
Orders late >20 Days - POTS	27%	24%	23%	22%	25%	22%	19%	24%	19%	17%		
% Late Orders - POTS ³	861	781	804	874	976	772	606	748	654	709		
Total Late Orders - DSL	251	196	189	184	173	208	202	215	224	183		
Orders late >20 Days - DSL	32%	30%	31%	31%	35%	32%	26%	34%	26%	28%		
% Late Orders - DSL ¹	162	135	144	158	144	148	138	191	183	184		
Total Late Orders - Other Retail	80	80	79	81	71	72	77	73	72	80		
Orders late >20 Days - Other Retail	36%	30%	30%	32%	32%	31%	29%	36%	32%	31%		
% Late Orders - Other Retail ¹	1,722	1,478	1,502	1,576	1,772	1,452	1,205	1,563	1,317	1,309		
Total Late Orders - Total Retail	550	488	477	465	434	490	469	473	451	451		
Orders late >20 Days - Total Retail	30%	27%	27%	27%	30%	27%	23%	29%	24%	24%		
% Late Orders - Total Retail ¹												
LSR												
Total Late Orders - CB - Number Portability												
Orders Late >20 Days - CB - Number Portability	846											
% Late Orders - CB - Number Portability	542											
	28%											
Total Late Orders - JB - Standalone DL only VZ added												
Orders Late >20 Days - JB - Standalone DL only VZ added	20											
% Late Orders - JB - Standalone DL only VZ added ³	15											
	2%											
Total Late Orders - All Other												
Orders Late >20 Days - All Other	577											
% Late Orders - All Other ¹	316											
	51%											
Total Late Orders												
Total Orders late >20 Days	1,443											
Total % Late Orders ³	873											
	28%											
ASR												
Total Late Orders	288											
Total Orders late >20 Days	197											
Total % Late Orders ³	30%											

	8/7/09	8/14/09	8/21/09	8/28/09	9/4/09	9/11/09	9/18/09	9/25/09	10/2/09	10/9/09
Late Disconnects										
Retail Total	168	188	161	194	241	192	181	189	193	108
Total Disconnect Orders - POTS	79	78	65	85	116	106	115	106	85	0
Orders late >20 Days - POTS	32%	29%	26%	27%	36%	31%	27%	28%	35%	21%
% Disconnect Orders - POTS ³										
Total Disconnect Orders - DSL	1,089	1,021	1,147	1,269	1,335	986	947	1,062	1,056	501
Orders late >20 Days - DSL	427	415	388	442	547	469	523	465	456	113
% Disconnect Orders - DSL ¹	77%	66%	67%	70%	77%	74%	72%	80%	77%	59%
Total Disconnect Orders - Other Retail	293	295	315	297	254	276	208	227	235	219
Orders late >20 Days - Other Retail	143	135	215	223	164	143	138	153	144	151
% Disconnect Orders - Other Retail ³	69%	67%	69%	58%	60%	73%	62%	70%	68%	62%
Total Disconnect Orders - Total Retail	1,550	1,504	1,623	1,760	1,830	1,454	1,336	1,478	1,484	828
Orders late >20 Days - Total Retail	649	628	668	750	827	718	776	724	685	264
% Disconnect Orders - Total Retail ¹	66%	57%	58%	58%	65%	62%	58%	63%	65%	48%
LSR										
Total Disconnect Orders -CB- Number Portability	0									0
Orders Late >20 Days -CB- Number Portability	0									0
% Disconnect Orders -CB- Number Portability ³										0%
Total Disconnect Orders - JB - Standalone DL only VZ added	26									26
Orders Late >20 Days - JB - Standalone DL only VZ added	26									26
% Disconnect Orders - JB - Standalone DL only VZ added ¹	4%									4%
Total Disconnect Orders - All Other	121									121
Orders Late >20 Days - All Other	54									54
% Disconnect Orders - All Other ³	40%									40%
Total Disconnect Orders	147									147
Total Orders late >20 Days	80									80
Total % Disconnect Orders ³	15%									15%
ASR										
Total Disconnect Orders	170									170
Total Orders late >20 Days	112									112
Total % Disconnect Orders ³	29%									29%
Billing										
% Bills known to be in Error (excluding format errors)	0.00%	1.00%	1.00%	1.10%	1.10%	0.90%	1.50%	1.30%	1.70%	1.80%
Adjustments percentage ⁴										
% of bills adjusted ⁵										

¹% Abandon is calculated by Calls abandon divided by Calls Offered.

²Service Level is calculated by Calls Answered within 20 seconds divided by Call Offered

³% Late is calculated by Late Pending Orders divided by Total Current Pending Orders.

⁴ Adjustments are calculated by dividing the total non-call center billing adjustments by the monthly billed revenue as of the last month of the end of the previous quarter. This metric will be provided monthly on the first bi-weekly report following the 8th calendar day of each month.

⁵ Numerator is the number of bills with adjustments. Denominator is the total number of bills produced monthly. This metric will be provided monthly on the first bi-weekly report following the 8th calendar day of each month.

⁶ Total Pending Late orders excludes disconnect orders as this is in parity with historical industry reporting standards. Disconnect orders are tracked in a separate section of this report. This metric also excludes late orders due to customer reason.

Flow Through	Total FT Pending Beginning of Week	New FT Orders Received ¹	Total Completed ²	100% FT Completed ³	Pending Total ⁴	% Flow Through
Retail (POTS, DSL, Dir Listing)						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						
LSR - JB						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						
LSR - CB						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						
LSR - All other (AB, BB, DB, EB, FB, KB, MB, NB, PB, QB, SB)						
10/19-10/25 (2009)						
10/26-11/1 (2009)						
11/2-11/8 (2009)						
11/9-11/15 (2009)						
11/16-11/22 (2009)						

	Week Ending 10/23/09	Week Ending 11/6/09	Week Ending 11/20/09	Week Ending 12/4/09	Week Ending 12/18/09
% Retail Total Orders Designed as Flow Through					
% LSR Total Orders Designed as Flow Through					

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

² These represent all Flow Through orders that have completed regardless of manual intervention.

³ These represent all flow through orders that have completed without manual intervention. These are included in the Total Completed column

⁴ Pending total represents in-flight orders that did not complete in current week and carry over to start of following week.

MAINE

Installation Activity

8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
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% installation appts missed - customer reason
 % installation appts missed - company reason

Repair Activity

8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
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Total Trouble Reports - per 100 lines¹

Repeat Report Rate²

% repair appts met³

% Cleared in 24 hours⁴

79%	84%	82%	89%	89%	87%	89%	87%	83%	73%
32%	38%	40%	38%	42%	51%	50%	50%	50%	49%

PUC Complaints⁵

Maine

Previous Weekly Closed
 Total Completed/Removed since Previous Reporting Period
 Total Added since Previous Reporting Period
 Currently Open

84	11	20	93
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¹ To calculate this metric we will use the publicly reported Total Switched Access Lines figure as of the previous quarter.

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes Wholesale and includes customer caused troubles. Repeat Report (Repeater Maintenance) - a check that indicates the TN/Circuit ID being reported by the customer was reported within the previous 30 days.

³ % Repair Appointments Met is calculated by Total Appointments Met divided by Total Appointments

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

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.

New Hampshire

Installation Activity

8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
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% installation appts missed - customer reason
 % installation appts missed - company reason

Repair Activity

8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
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Total Trouble Reports - per 100 lines ¹

Repeat Report Rate ²

% repair appts met ³

% Cleared in 24 hours ⁴

87%	86%	85%	84%	86%	86%	86%	87%	87%	71%
46%	57%	55%	45%	58%	57%	53%	65%	57%	54%

PUC Complaints ⁵

New Hampshire

Previous Weekly Closed

Total Completed/Removed since Previous Reporting Period

Total Added since Previous Reporting Period

Currently Open

189	25	61	225
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¹ To calculate this metric we will use the publicly reported Total Switched Access Lines figure as of the previous quarter.

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes Wholesale and includes customer caused troubles.

³ % Repair Appointments Met is calculated by Total Appointments Met divided by Total Appointments

⁴ % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours subtracted from the Total troubles cleared in 24 hours.

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.

Vermont

Installation Activity

8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
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% installation appts missed - customer reason
 % installation appts missed - company reason

Repair Activity

8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
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Total Trouble Reports - per 100 lines¹

Repeat Report Rate²

% repair appts met³

% Cleared in 24 hours⁴

75%	77%	71%	65%	73%	82%	80%	83%	75%	61%
25%	30%	29%	23%	29%	53%	41%	43%	37%	30%

PUC Complaints⁵

Vermont

Previously Weekly Closed

Total Completed/Removed since Previous Reporting Period

Total Added since Previous Reporting Period

Currently Open

159	15	50	194
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¹ To calculate this metric we will use the publicly reported Total Switched Access Lines figure as of the previous quarter.

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes Wholesale, and includes customer caused troubles.

³ % Repair Appointments Met is calculated by Total Appointments Met divided by Total Appointments

⁴ % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours subtracted from the Total troubles cleared in 24 hours.

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.



1 Davis Farm Road
Portland, ME 04103

Industry Notification – Accessible Letter

Date:	September 18, 2009	Number: PRC 0031-09182009
Effective Date	September 18, 2009	Category: Process
Subject:	Template of Metrics Report on Status of Cutover Activities for review	
Related Letters:	N/A	
Attachments:	<i>Template of metrics report</i>	
Target Audience	IXC, CLEC, Wireless, UNE	
Area Impacted:		
Wholesale Customer Response deadline:	September 25, 2009	
Contact:	Send all Questions to: FairPointInput@FairPoint.com	
Conference Call/Meeting	Thursday September 24, 2009 @ 3PM ET 1-800-240-3895 Pass Code: 667127#	

Dear FairPoint Communications Wholesale Customer:

This notice is being sent to FairPoint Communications Wholesale Customers as a follow-up to the September 9, 2009 three state commission hearing. During the hearing regarding the status of the cutover activities, FairPoint Communications committed to circulate a template of a metrics report to be used in the future to measure FairPoint's service levels.

It is anticipated that this report would be a publicly available document and would be provided every two weeks. FairPoint also committed to obtain the input from the staffs of the three commissions, the OPA, the OCA and the CLEC community in developing the report.

Attached is the template FairPoint proposes to use as that report. FairPoint would appreciate your comments and input to the template. In order to have this report available as quickly as possible, please provide all comments to this mailbox: FairPointInput@FairPoint.com . FairPoint will provide a response back confirming that your input has been received within 24 hours.

Please note that we will also be adding this as a Special Topic during the Thursday's 3PM September 24, 2009 weekly FairPoint Wholesale Community call. Conference Bridge: **1-800-240-3895 Pass Code: 667127#**



1 Davis Farm Road
Portland, ME 04103

Industry Notification – Accessible Letter

Date:	October 07, 2009	Number: PRC 0038-10072009
Effective Date	October 07, 2009	Category: Process
Subject:	Template of Metrics Report on Status of Cutover Activities - Update	
Related Letters:	PRC 0031-09182009	
Attachments:		
Target Audience	IXC, CLEC, Wireless, UNE	
Area Impacted:		
Wholesale Customer Response deadline:		
Contact:	Send all Questions to: FairPointInput@FairPoint.com	
Conference Call/Meeting	N/A	

Dear FairPoint Communications Wholesale Customer:

This notice is being sent to FairPoint Communications Wholesale Customers as a follow-up to the Thursday September 24, 2009 presentation on the proposed 'Template of Metrics Report on Status of Cutover Activities' outlined in Accessible Letter PRC 0031-09182009.

We are happy to report that the updated format of the Bi Weekly report will be distributed on Monday, 10/12, and that will be the beginning of our biweekly distribution. We are implementing changes based upon input received; even with the additional suggestions that we have incorporated we will be able to provide most of the data points in the initial distribution of the report and we will complete the population of the remaining data points subsequently.

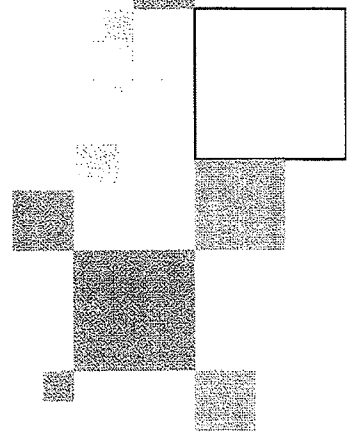
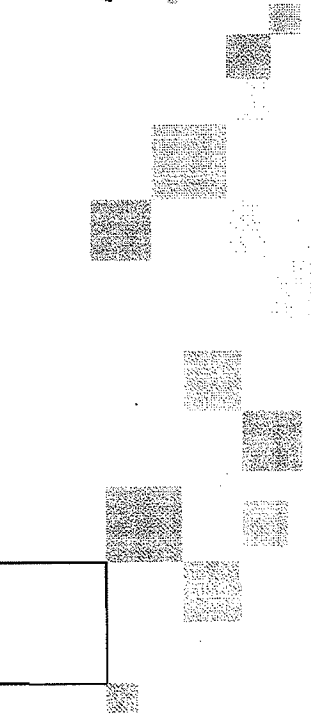
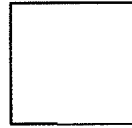
Please send any questions or concerns to FairPointInput@FairPoint.com

FAIRPOINT ODR 3

Customer Satisfaction Survey Trial

Consumer CSSC

Fair Point
communications



Customer Satisfaction Survey Trial

- Portland CSSC implemented preliminary, self policed “Customer Satisfaction” survey effective 9/28
- Initial participation limited to 20 high performing customer representatives (Portland) so as to monitor potential impact to Service Level and Average Handle Time
- Effective Tuesday, October 6th another 20 high performing representatives from Bangor began administering survey
- Performance Management Team conducted remote, non-intrusive call observations to ensure accuracy of results (~20%)
- Survey provides a quick assessment of a customers satisfaction relative to that specific call
- Results are collected and reviewed with intelligence incorporated into customer satisfaction training

Customer Satisfaction Survey Trial

- **Information Captured**
 - **Disposition Call Types:** Add / Update, Disconnect, Inquiry - Billing, Inquiry - Broadband, Inquiry - Order, Move, New Service, Restoral, Suspend, Winback.
 - Was your call answered in a timely manner? Y / N
 - Did you have to be transferred in order to reach me? Y / N
 - Is this a Repeat caller? Y / N
 - Have I satisfied your request today? Y / N



Implemented "Reason for Disconnect" question 9/30
Implemented "Adjustment Given" Y / N question 10/1

14-Oct-09

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Customer Satisfaction Survey Trial

- **How Information is Captured**
 - Survey takes place at the end of a customer call and is conducted by the representative that answered that call
 - Information is entered, tracked, and reported in a Lotus Notes Database
 - Survey is optional and results include the number of customers who declined to participate
- **Representative Scripting:**
 - Before we end the call do you have a moment to complete a very brief customer satisfaction survey? (complete the survey)
 - This completes the survey. Thank you for your participation

Date: 10/8

Accept	Total	% of Accepted	
		Yes	No
Add/Update	271	17%	
Disconnect	203	13%	
Inquiry - Billing	564	35%	
Inquiry - Broadband	66	4%	
Inquiry - Order	147	9%	
Move	35	2%	
New Service	109	7%	
Restoral	7	0%	
Suspend	201	13%	
Winback	4	0%	
Total Accept	1607		
% of Total Surveyed	87%		

Decline	Total	% of Declined	
		Yes	No
Add/Update	35	14%	
Disconnect	41	17%	
Inquiry - Billing	91	37%	
Inquiry - Broadband	9	4%	
Inquiry - Order	26	11%	
Move	8	3%	
New Service	15	6%	
Restoral	0	0%	
Suspend	21	9%	
Winback	0	0%	
Total Declined	246		
% of Total Surveyed	13%		

Total Repeat Calls for date above? 569 31% Repeat Callers

Grand Total 1853

* The number of transfers associated with billing inquiries results from credit and collections representatives transferring customers to front line call centers to complete billing adjustment and reconciliation.

Call Answered in Timely Manner?	Were You transferred?		Were you Satisfied?	
	Yes	No	Yes	No
	266	5	271	0
	198	5	203	0
	552	12	561	3
	63	3	62	4
	138	9	142	5
	35	0	35	0
	108	1	106	3
	7	0	7	0
	192	9	201	0
	4	0	4	0
Total	1563	44	1592	15
% of Total	97%	3%	99%	1%

TOTALS	Total	% of Total	
		Surveyed	100%
Add/Update	306	17%	
Disconnect	244	13%	
Inquiry - Billing	655	35%	
Inquiry - Broadband	75	4%	
Inquiry - Order	173	9%	
Move	43	2%	
New Service	124	7%	
Restoral	7	0%	
Suspend	222	12%	
Winback	4	0%	
Total Calls	1853		
% of Total	100%		

New Hampshire

Installation Activity

	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
% installation appts missed - customer reason										
% installation appts missed - company reason										

Repair Activity

	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
Total Trouble Reports - per 100 lines ¹										
Repeat Report Rate ²										
% repair appts met ³	87%	86%	85%	84%	86%	86%	86%	87%	87%	71%
% Cleared in 24 hours ⁴	46%	57%	55%	45%	58%	57%	53%	65%	57%	54%

PUC Complaints⁵

	8/3-8/9 (2009)	8/10-8/16 (2009)	8/17-8/23 (2009)	8/24-8/30 (2009)	8/31-9/6 (2009)	9/7-9/13 (2009)	9/14-9/20 (2009)	9/21-9/27 (2009)	9/28-10/4 (2009)	10/5-10/11 (2009)
<u>New Hampshire</u>										
Previous Weekly Closed										
Total Completed/Removed since Previous Reporting Period										
Total Added since Previous Reporting Period										
Currently Open										

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

² Repeat Report Rate is the total number of repeat reports divided by the total reports. Also, this excludes Wholesale and includes customer caused troubles.

³ % Repair Appointments Met is calculated by Total Appointments Met divided by Total Appointments

⁴ % Clear in 24 Hours equals Business plus Consumer troubles cleared in 24 hours subtracted from the Total troubles cleared in 24 hours.

⁵ PUC Complaints will start to be captured on 10/4/09. Only New complaint history will be included prior to 10/4/09.