

Summary Consumer Contact Report

Date Range = 04/01/2009 - 04/30/2009

<u>Utility</u>	<u>Reason for Contact</u>	<u># of Complaints</u>
Fair Point Communications	ANNOYANCE CALLS	2
	BILLING	64
	CALLING CARD	1
	COMPETITION	2
	CRAMMING	8
	CUTOVER	686
	DIRECT ASSIST	2
	DSL	20
	DX	2
	EQUIPMENT	1
	FRAUD	1
	INFORMATION	14
	INSTALL	8
	INTERNET CHARGE	1
	LINKUP/LIFELINE	16
	LNP	2
	NOTICE/ARRANGE	2
	ONLINE PAYMENT	1
	OUTAGE	9
	POLES	5
	PRODUCT/SERVICE	2
	RATES	1
	REFERRAL	446
	SERVICE/QUALITY	22
	SERVICE/REPAIR	13
	SLAM/OUT	1
	SURCHARGES	3
UNKNOWN	2	
YELLOW PAGES	1	
	Company Total =	1,338
	** Total for Report =	1,338

Summary Consumer Contact Report

Date Range = 05/01/2009 - 05/31/2009

<u>Utility</u>	<u>Reason for Contact</u>	<u># of Complaints</u>
Fair Point Communications		
	BILLING	56
	COMPETITION	1
	CRAMMING	1
	CUTOVER	263
	DENIAL OF SERV	1
	DSL	13
	HIGH BILL	1
	INFORMATION	10
	INSTALL	16
	LINKUP/LIFELINE	19
	LNP	4
	MERGER	1
	NOTICE/ARRANGE	2
	OUTAGE	9
	POLES	1
	PRODUCT/SERVICE	2
	RATES	1
	REFERRAL	363
	SAFETY	1
	SERVICE/QUALITY	20
	SERVICE/REPAIR	20
	SURCHARGES	1
	UNKNOWN	3
	Company Total =	809
	** Total for Report =	809

Summary Consumer Contact Report

Date Range = 06/01/2009 - 06/30/2009

<u>Utility</u>	<u>Reason for Contact</u>	<u># of Complaints</u>
Fair Point Communications		
	BILLING	72
	CRAMMING	3
	CUTOVER	217
	DIG SAFE	1
	DSL	28
	DX	3
	INFORMATION	14
	INSTALL	17
	LINKUP/LIFELINE	24
	LNP	3
	NOTICE/ARRANGE	2
	OUTAGE	5
	POLES	3
	PRODUCT/SERVICE	2
	REFERRAL	344
	SERVICE/QUALITY	14
	SERVICE/REPAIR	15
	UNKNOWN	6
	Company Total =	773
	** Total for Report =	773