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**CURRICULUM VITAE
OF
F. WAYNE LAFFERTY**

Mr. Lafferty is a twenty year veteran the telecommunications industry in the United States. He has participated in the operation and evolution of that industry including the analysis and implementation of the 1996 Telecommunications Act and many of the acquisitions which have brought about significant change for that industry. His experiences have touched many areas of the industry including incumbent local exchange (“ILEC”), competitive local exchange (“CLEC”), long distance and broadband operations. He has first hand experience with the technological, product and regulatory changes driving the evolution of the telecommunications industry in recent years. In addition, Mr. Lafferty has played a leadership role in the operation of a diversified telecommunications enterprise developing and implementing strategies and programs to acquire properties, provide quality customer and community service, develop employees, grow revenues, build and maintain facilities and operate efficiently. He has first hand experience managing regulatory affairs, industry relations, product management, public relations, strategic planning, transaction analysis and implementation and other administrative responsibilities.

One of his specific professional focuses over the years has been in the area of state and federal regulatory and public policy development and implementation. His experiences over the years ranged from developing and managing state rate case proceedings to early (pre 1996) efforts to develop the policies to implement competition and deregulation to help shape the rules and regulations guiding the unfolding competitive environment in the telecommunications industry. Throughout his entire career, he has focused on the importance of seeking realistic balanced

solutions to regulatory, operational and financial challenges using the most effective processes and effective communication.

Mr. Lafferty has participated in a variety of telecommunications' activities including:

- Development and implementation of balanced public policy advocacy programs for the benefit of a diversified telecommunications enterprise.
- Implementation of regulatory and operational requirements stemming from the 1996 Act and subsequent regulatory rulings.
- Development of requirements, processes and procedures to negotiate and implement interconnection arrangements.
- Development and analysis of cost studies for products, unbundled elements and interconnection services.
- Negotiation of interconnection matters and disputes on behalf of competitive and incumbent telecommunications entities.
- Analysis and implementation of incentive regulatory programs.
- Analysis of federal and state cost recovery mechanisms including access charges and universal service programs.
- Development of processes to implement the FCC's cost allocation rules (Part 64).
- Development and management of state rate and other major regulatory proceedings during time of significant telecommunications network and product expansion.
- Development of state and federal legislation to implement competition, and revise regulatory rules.
- Development of portions of the 1996 Telecommunications Act.
- Implementation of a start up telecommunications operation to provide diversified services to over 400,000 customers.
- Divestiture and/or acquisition of telecommunications properties covering over 2,000,000 customers.
- Raising equity investment and performing due diligence for the acquisition of rural telephone properties.
- Development and implementation of credit and collection policies for deregulated businesses as premises equipment and other services became deregulated.
- Mr. Lafferty has testified on telecommunications public policy matters before state regulators in Arizona, Arkansas, California, Connecticut, Idaho, Illinois, Iowa, Kansas, Montana, Nebraska, New York, North Dakota, Oregon, Oklahoma, Rhode Island,

Vermont, Virginia and Wyoming and before the United States Congress. His testimony experience is as follows.

| Venue | Party - Topic | Date ¹ |
|--|--|-------------------|
| Arizona Corporation Commission | Citizens Communications - Telecommunications Asset Acquisition | 2000-01 |
| | Cox Communications – Qwest Incentive Regulation | 2004-05 |
| Arkansas Public Service Commission | TelCove – SBC Interconnection Arbitration | 2005 |
| Connecticut Department of Public Utility Control | Cox Communications – Transit Traffic | 2002 |
| | Cox Communications - Access Charge Reform | 2003 |
| California Public Utility Commission | Citizens Communications / Electric Lightwave - Local Competition | 1997-98 |
| | Citizens Communications / Electric Lightwave - Universal Service | 1997-98 |
| | Cox Communications – SBC Regulatory Reform | 2006 |
| Idaho Public Utility Commission | Citizens Communications - Telecommunications Asset Acquisition | 2000-01 |
| | Idaho Telecommunications Association and several small local carriers - Qwest Interconnection Contract Dispute (SS7) | 2002 |
| Illinois Commerce Commission | Citizens Communications Company - Telecommunications Asset Acquisition | 1999-2000 |
| Iowa Utilities Board | Citizens Communications Company - Telecommunications Asset Acquisition | 2000-01 |
| | Cox Communications – Qwest Interconnection Contract Dispute (SS7) | 2002 |
| | Cox Communications - Regulatory Reform/Deregulation | 2004 |
| Kansas Corporation Commission | TelCove – SBC Interconnection Arbitration | 2005 |
| Montana Public Service Commission | Citizens Communications - Telecommunications Asset Acquisition | 2000-01 |

¹ Some of the earlier dates are estimates.

| | | |
|--|---|-----------|
| Nebraska Public Service Commission | Citizens Communications - Telecommunications Asset Acquisition | 1999-2000 |
| | Citizens Communications - Telecommunications Asset Acquisition | 2000-01 |
| | Cox Communications – Qwest Interconnection Contract Dispute (SS7) | 2002 |
| New York State Public Service Commission | Citizens Communications - Interconnection Arbitration | 1998-9 |
| North Dakota Public Service Commission | Citizens Communications - Telecommunications Asset Acquisition | 2000-01 |
| Public Utilities Commission of Oregon | TelCove – SBC Interconnection Arbitration | 2005 |
| Oklahoma Corporation Commission | Cox Communications – SBC Interconnection Arbitration | 2003 |
| Rhode Island Public Utilities Commission | Cox Communications – Verizon Incentive Regulation | 2005 |
| Vermont Public Service Board | Vermont Department of Public Service - FairPoint Acquisition of Verizon Telecommunications properties | 2007 |
| Virginia State Corporation Commission | Cox Communications - Regulatory Reform | 2004 |
| Wyoming Public Service Commission | Citizens Communications - Telecommunications Asset Acquisition | 2000-01 |
| Superior Court for the State of California, County of Orange (Case No. 02CC16869) | RLH Industries - RLH Industries, a California Corporation (plaintiff) vs SBC Communications Inc., et. al. (defendants) | 2006-07 |
| United States House of Representatives (Commerce Committee) | Citizens Communications / US Telecom Association - Regulatory Reform | 2000 |

Over his career Mr. Lafferty has held positions of increasing responsibility with GTE Corporation (now part of Verizon Communications) and Citizens Communications (now Frontier). Most of his responsibilities have been in regulatory and government affairs area. However, leadership positions have provided experience with all aspects of managing a diversified telecommunications operation.

In 2001 he founded LKAM Consulting Services to provide regulatory, economic and public policy consulting services to telecommunications entities (incumbents and new entrants) and other industry players on a variety of industry matters. In 2003, Mr. Lafferty joined the Barrington-Wellesley Group (BWG) to continue his telecommunications consulting activities in the areas of interconnection, economic analysis and regulatory policy and adding the full scope of telecommunications and utility management consulting to his potential responsibilities. He became a Director/Partner in the firm. Effective April 1, 2007 BWG was acquired by Huron Consulting Group, LLC (Huron) and became Huron's utilities practice. Mr. Lafferty's recent consulting projects have been on behalf of both competitive and incumbent telecommunications interests, regulatory agencies and other utility firms.

Mr. Lafferty is a native of Baltimore, Maryland and a graduate of Duke University with an undergraduate degree in economics and an MBA. He has participated in industry trade associations and has spoken at seminars over the years on a variety of technical and public policy issues. He currently lives in McKinney, Texas (a Dallas suburb).

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**FRONTIER COMMUNICATIONS
SERVICE QUALITY REPORT (NEW YORK)
THIRD QUARTER 2008**

Filed Session of November 12, 2008

**STATE OF NEW YORK
DEPARTMENT OF PUBLIC SERVICE**

November 6, 2008

TO: THE COMMISSION

FROM: OFFICE OF TELECOMMUNICATIONS

SUBJECT: CASE 08-C-0405 - In the Matter of Quality of Service provided by Local Exchange Companies in New York State.

This memorandum is for informational purposes. No action is required.

FRONTIER COMMUNICATIONS¹
Third Quarter 2008 Service Quality Report

SUMMARY

The quality of telephone service provided by the local exchange subsidiaries of Frontier Communications during the third quarter of 2008:

- Met Commission-established performance thresholds for the local exchange subsidiaries of Frontier Communications, 97.8% of the time;
- Met all merger-related and other service requirements for Frontier's subsidiaries; and,
- Experienced an increase in service-related consumer complaints to the Commission.

BACKGROUND

Frontier Communications is a holding company that serves over 2.4 million access lines in 24 states. In New York State, it owns the incumbent local exchange

¹ Citizens Communications announced a name change to Frontier Communications, effective July 31, 2008.

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companies of Citizens Telecommunications Company of New York, Inc. (Citizens of NY), Frontier Telephone of Rochester, Inc. (FTR), Frontier Communications of New York, Inc. (Frontier of NY), Frontier Communications of Ausable Valley, Inc. (Ausable), Frontier Communications of Seneca-Gorham, Inc. (Seneca-Gorham), Frontier Communications of Sylvan Lake, Inc. (Sylvan Lake), and Ogden Telephone Company (Ogden). Through these subsidiaries, Frontier Communications serves about 634,739² access lines in New York State through 210 central offices. Overall, Frontier Communications serves a significant portion – about 8.7% – of the total traditional access lines in the State, but has lost approximately 21,600 access lines since the previous quarter. More than 13,300 of these line losses were in FTR.

The geographic areas and lines (as of September 30, 2008) served by each subsidiary are shown in the following table:

| Frontier Communications' Local Exchange Subsidiaries in New York | | |
|---|---------------------|--|
| Subsidiary | Access Lines | Geographic Area Served |
| Citizens of NY | 230,888 | Parts of 31 Counties Statewide |
| FTR | 313,714 | Parts of Genesee, Livingston, Monroe, Ontario, Steuben, Wyoming and Yates Counties |
| Frontier of NY | 50,539 | Parts of Orange and Ulster Counties |
| Ausable | 5,934 | Parts of Clinton, Essex and Franklin Counties |
| Seneca-Gorham | 7,365 | Parts of Ontario and Yates Counties |
| Sylvan Lake | 11,297 | Part of Dutchess County |
| Ogden | 15,002 | Part of Monroe County |
| NYS Corporate Total | 634,739 | |

Under the Commission's Service Standards, 16 NYCRR 603, local exchange carriers serving 500,000 or fewer access lines are only required to report Customer Trouble Report Rate (CTRR), and each subsidiary of Frontier Communications currently serves fewer than 500,000 lines. FTR had reported on additional metrics as part

² Of these lines, about 899 are on a resale basis.

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of a permanent condition of its now expired incentive plan, the Open Market Plan (OMP).³ Appendix A contains a summary of the Commission's Telephone Service Standards as well as the other metrics applicable to FTR through the third quarter. Appendix B is a glossary of terms used in this memorandum.

DISCUSSION

This report groups and summarizes performance results for the third quarter of 2008. Detailed results by metric and entity are being measured as required by the standards and tracked by Staff, but are not presented in detail unless it is necessary to explain a significant service problem. The Service Standards contain four groups of metrics measuring maintenance, installation, network, and answer time performance. Of these four, only maintenance is addressed below. As previously mentioned, Frontiers' local exchange subsidiaries are required to report only CTRR on a routine basis. Other regulatory requirements related to service quality are also discussed.

Overall and as shown in the following table, the Frontier local exchange subsidiaries met Commission established thresholds of performance 97.8% of the time during the third quarter on those metrics they are required to report. The chart has been updated through September. These overall results are discussed in more detail in this report.

³ In October 2008 in Case 08-C-1140, the Commission eliminated the duplicate service quality reporting requirements required by the OMP.

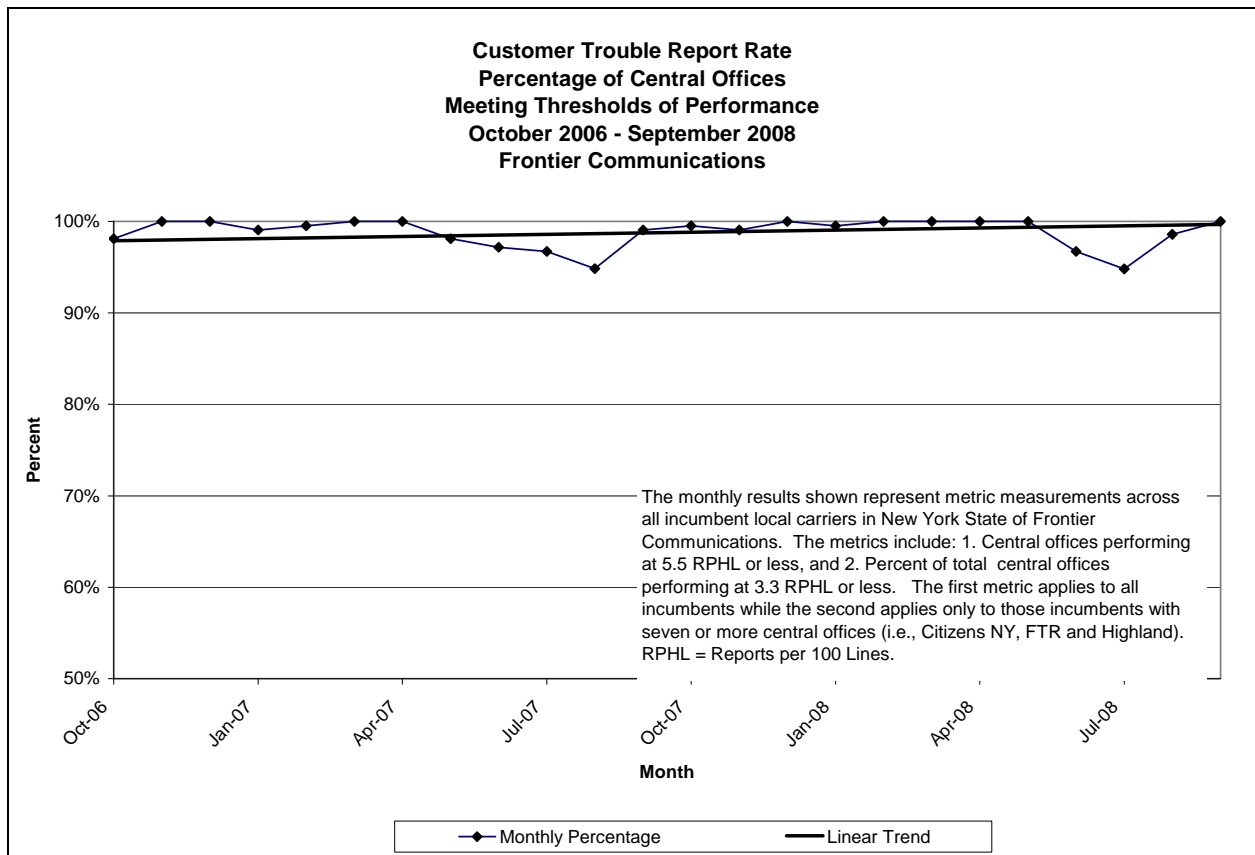
**Frontiers' ILEC Companies
Frequency of Meeting CTRR Threshold Performance Levels
3rd Quarter and Year-to-Date**

| Metric | 2008 | | | | | |
|-------------------|-------------------------|-------|----------|---------------|-------|----------|
| | 3 rd Quarter | | | Year-to-Date | | |
| | Opportunities | % Met | % Missed | Opportunities | % Met | % Missed |
| CTRR Combined | 639 | 97.8% | 2.2% | 1,917 | 98.9% | 1.1% |
| a) CTRR < 5.5 | 630 | 97.9% | 2.1% | 1,890 | 98.9% | 1.1% |
| b) 85% CTRR < 3.3 | 9 | 88.9% | 11.1% | 27 | 92.6% | 7.4% |

Maintenance Service

The subsidiaries' central offices generally met the Commission's established levels of CTRR performance.⁴ The following chart shows that during the third quarter 625 (97.8%) of the 639 central office measurement opportunities met or exceeded the monthly CTRR performance thresholds of the standards.

⁴ Performance for two CTRR metrics of the standards are combined in the chart: 1) A threshold level of 5.5 reports per hundred lines (RPHL) or less per central office per month for all seven subsidiaries, and 2) a threshold level of 85% or more central offices at 3.3 RPHL or less per month for those three subsidiaries serving seven or more central offices (Citizens NY, FTR and Frontier Communications of NY).



This performance is slightly below the third quarter results for 2007. Staff notes that most central offices overall were well below 3.3 reports per 100 lines.

Service Inquiry Reports

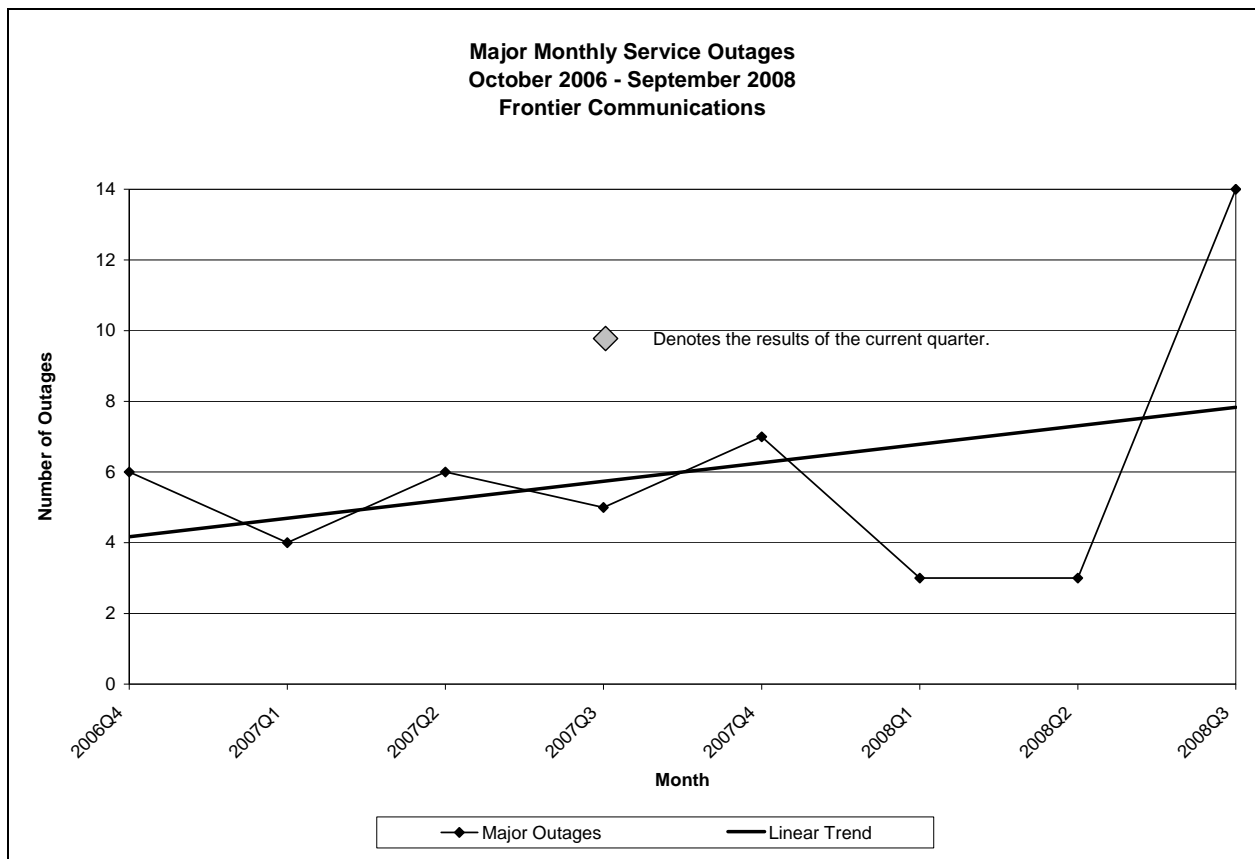
When service results in a measured entity (e.g., central office) consistently fail to meet the threshold performance level of a given metric, the appropriate subsidiary must submit a Service Inquiry Report⁵ detailing the reasons for the poor performance as well as the corrective action taken. There were no such situations in the third quarter of 2008.

⁵ Service Inquiry Reports (SIRs) are required under 16 NYCRR 603.4 whenever a Service Standards’ metric is not at or better than the threshold for the current month and any two of the previous four months. These reports identify specific regions where improvements are required, detail the reasons for poor performance, describe the corrective action being taken, and identify an expected improvement date.

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Major Service Outages

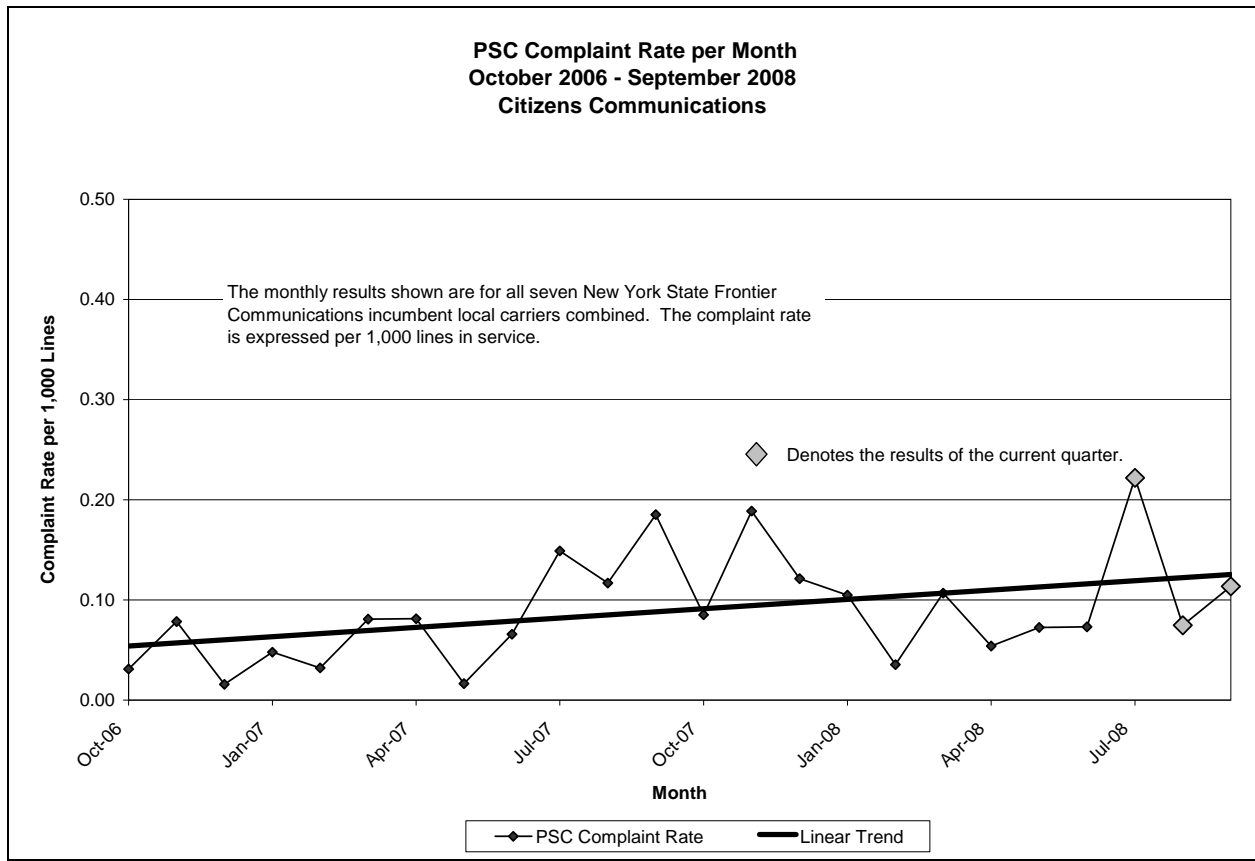
The standards also enjoin carriers to minimize major service outages, and to report such events to Staff when they occur. There were fourteen such outages during the third quarter of 2008, up from five during the third quarter of 2007. Frontier of New York had 10 outages while FTR had four. Four of the Frontier of New York outages were related to central office equipment problems, three were related to contractor damage to underground cable, two were storm-related, with one of those a direct lightning strike, and one was related to a technicians error. Three of the FTR outages were central office equipment problems, while one was storm-related. Staff closely monitors outages and, where appropriate, performs a root cause analysis of the failure for reliability purposes. The overall trend remains good as shown in the following chart.



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Complaints to the Commission

Complaints are not a part of the Commission's Service Standards, but serve as an independent measure of service quality apart from performance reported by the carriers under the standards. The following chart shows an increase in complaints during the third quarter of 2008. There were a total of 22 complaints for the third quarter of 2008, up from 11 during the second quarter. This compares to 27 complaints for the third quarter of 2007. Nine of the 22 complaints for this quarter were Citizens of NY complaints, and 4 of those were service-related. FTR recorded 8 complaints for the quarter, of which 4 were service-related. In addition, Ausable had 2 complaints, Frontier of NY had 2 complaints and Ogden recorded 1 complaint. Staff had addressed complaint issues with the company last year, and had seen a decreased complaint level during the first half of 2008. Staff will continue to monitor the complaint level for the remainder of 2008, to see if the third quarter was an anomaly. It does not appear to staff that this is a serious concern at this point.



Merger-Related and Other Service Quality Performance

Merger requirements relating to service quality were established for most subsidiaries, and continued for FTR, when Citizens Communications acquired the former Frontier local exchange subsidiaries on July 2, 2001. All subsidiaries except FTR, which was covered by permanent conditions of the OMP until October 15, 2008⁶ were required to maintain a performance level of 90% or more of a given subsidiary’s central offices at or below a CTRR level of 3.3 reports per 100 access lines in any 12-month period ending each calendar quarter. All subsidiaries met this quarterly goal.

FTR achieved all necessary requirements in order to avoid a dividend suspension for calendar year 2007, and was meeting the requirements in 2008 up to the

⁶ On October 15, 2008, the Commission adopted the Joint Stipulation and Agreement, modifying the remaining OMP conditions. The 4th Quarter 2008 report will reflect these changes.

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modification of the OMP provisions. Details on its performance in this regard are shown in Appendix A.

Service Quality Reporting Under the Joint Stipulation and Agreement

As noted, the Commission adopted the Joint Stipulation and Agreement at its October 15, 2008 session. This Agreement considers the overall service quality of the combined Frontier ILECs, and includes a dividend suspension and customer rebates should service quality fall below an acceptable level. Under the agreement, no Frontier incumbent local exchange carrier would be able to make dividend payments to the parent holding company if service quality fell below a certain level.

For purposes of the Agreement⁷, service quality will now be measured and reported monthly on a combined company basis and the customer rebate system will be based on the total number of “measurement opportunities” on a 12-month rolling basis. A measurement opportunity is the monthly CTRR performance of each central office. A customer rebate equal to 25% of the flat monthly basic service charge will be applied to bills when the companies fail to achieve 90% of its offices at or lower than 3.3 reports per 100 access lines over a 12-month average. During periods when performance thresholds are missed, the rebate will double to 50% of the monthly service charge for each office where the CTRR measurement exceeds the higher threshold of 5.5 CTRR per 100 access lines. The 50% rebate is payable when the 25% rebate would have been payable. Dividends will be suspended if service quality fails, such that Frontier’s CTRR level falls below the performance threshold for three consecutive months. The suspension will end when the carriers meet the performance threshold for three consecutive months.

⁷ While the Agreement provides that the CTRR thresholds for rebates and dividend restrictions be calculated on a company wide basis, Frontier will continue to report CTRR to Staff on a company by company basis.

CONCLUSION

The local exchange subsidiaries of Frontier Communications operating in New York State met or exceeded the Commission's Service Standards for the third quarter of 2008. FTR also met its service requirements relating to dividend payments.

All merger-related service performance targets of the other subsidiaries have been met during this quarter. This report will be modified to reflect the new reporting requirements that took effect on October 15, 2008, as of the next quarterly report. This memorandum is for informational purposes and no action is required.

Respectfully submitted,

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Utility Engineer 3

Reviewed by,

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Attachments

OVERVIEW OF SERVICE QUALITY MEASUREMENT

The primary criteria for measuring telephone service quality are the Telephone Service Standards, which were adopted by the Commission in 1973 (Opinion No. 73-40, Case 26158) and revised in 1989, 1991, and 2000. The Service Standards appear as Part 603 of 16 NYCRR and require measurement of service quality in four separate categories: 1) Maintenance Service, 2) Installation Service, 3) Network Service, and 4) Answer Time Performance. Within these categories there are 10 metrics, each with its own threshold level of expected performance. There are also a number other requirements in the standards which are not expressed in terms of a metric such as minimizing service interruptions and maintaining procedures for operating under emergency conditions. These are grouped into a category called "Other" in this appendix. Staff receives monthly reports of service measurements in these categories that are analyzed to evaluate the level of service quality delivered to consumers.

Maintenance Service

Maintenance Service measures the reliability of the telephone network, and how quickly it is repaired when a customer experiences a problem. There are three metrics as follows: (1) Customer Trouble Report Rate (CTRR), measured by the number of customer reported troubles per 100 lines in service; (2) Percent Out-of-Service Trouble Reports Not Cleared within 24 Hours (OOS >24); and (3) Percent Service Affecting Trouble Reports Not Cleared within 48 Hours (SA>48).

CTRR is measured in two ways. First, performance in each of Citizens' 210 central offices should meet an expected performance level or threshold of 5.5 or less Reports per 100 Lines (RPHL). Second, for each of those Citizens subsidiaries that serve more than seven central offices, 85% of each subsidiary's offices should perform in a threshold range of 3.3 or less RPHL. All subsidiaries of Citizens are not required to report OOS>24 and SA>48. For OOS>24, the threshold is that no more than 20% of all out-of-service conditions take longer than 24 hours to be repaired. For non-out-of-service conditions or SA>48, the threshold is that no more than 20% of all such troubles take longer than 48 hours to be repaired. Taken together, these two metrics ensure that every customer reported trouble condition has an expected repair interval of either 24 or 48 hours.

Installation Service

Installation Service measures the utility's ability to provide basic service to a new customer.⁸ There are two metrics for installation service as follows: (1) Percent Basic Service Installations Completed Within 5 Days (% Installed in 5 days), and (2) Percent Missed Basic Installation Appointments (% Missed Installations). The thresholds for these are 80% or higher, and 10% or less, respectively. No subsidiaries of Citizens are required to report Installation Service.

Network Service

Network Service measures the ability of the telephone network to complete interoffice calls by measuring the percentage of total calls that are blocked on final trunk groups, the last available route to complete an interoffice call. The threshold for this metric is the identification of each final trunk group that consistently (i.e., for three consecutive months) has calls blocked in excess of 3% of total calls within the busy hour. The intent is to be sure that unusual levels of call blocking during the typical busy hour do not occur. No subsidiaries of Citizens are required to report on this metric.

Answer Time Performance

Answer Time Performance measures how quickly the company answers the telephone in each call center when customers call for service. There are three metrics for answer time performance that are specific to the type of call center including repair, business office and local operator assistance.⁹ The thresholds are 80-100% of calls answered within 30 seconds for each repair and business office, and an average speed of answer of 0-3 seconds for each local operator assistance call center. No subsidiaries of Citizens are required to report Answer Time Performance.

The following chart summarizes the metrics and associated thresholds of expected performance of the previously discussed groupings of metrics in the standards.

⁸ Basic service is defined as the first residence line or the first 5 business lines to a customer, excluding other types of service orders for such things as additional features (e.g., Call Waiting, Caller ID), or additional lines beyond these minimums.

⁹ Companies may report Local Operator Assistance either as a percentage of calls answered within 10 seconds, or as an average speed of answer time.

| SERVICE QUALITY MEASURES | | |
|--|---------------------------------------|--|
| Effective October 2000 | | |
| SERVICE ELEMENT | REPORT NOMENCLATURE | PERFORMANCE THRESHOLD (Monthly) |
| MAINTENANCE SERVICE: ⁽¹⁾ | | |
| Customer Trouble Report Rate (Initial Reports) Per individual central office entity | Reports per 100 access lines | 5.5 or less |
| Percentage of total entities (for those providers with 7 or more offices) at 3.3 or less | Reports per 100 access lines | 85.0 or more |
| Out-Of-Service Clearing Time | Percentage of OOS over 24 hours | 20.0 or less |
| Service Affecting Clearing Time | Percentage of S. A. over 48 hours | 20.0 or less |
| INSTALLATION SERVICE: ⁽²⁾ | | |
| Basic Service Installations | Percentage installed within 5 days | 80.0 or greater |
| Missed Basic Service Installation Appointments | Percentage missed | 10.0 or less |
| NETWORK SERVICE: | | |
| Final Trunk Group Blockages | Percentage of calls blocked | 3.0 or less |
| ANSWERING TIME PERFORMANCE: ⁽³⁾ | | |
| Business Office | Percentage answered within 30 seconds | 80.0 or greater |
| Repair Service Bureau | Percentage answered within 30 seconds | 80.0 or greater |
| Local Operator Assistance ⁽⁴⁾ | Percentage answered within 10 seconds | 90.0 or greater |
| Local Operator Assistance ⁽⁴⁾ | Average answer time (seconds) | 3.0 or less |
| ^{1.} Overall Customer Trouble Report Rate results shall be reported at the central office entity level. All other Maintenance Service results shall be reported at the appropriate maintenance administrative entity level. ^{2.} All Installation Performance results shall be reported at the appropriate installation administrative level and shall exclude those instances where the subscriber requests a later date or where substantial construction is required. ^{3.} All Answering Time Performance results shall be reported at the appropriate administrative entity levels. ^{4.} Measured either as a percent of answered calls or as an average answer time, but not both. | | |

OTHER

Service Inquiry Reports

The standards define localized situations that might require corrective action by the utility. In general, any consistent, non-threshold performance in a measurement entity (central office, bureau, district, call center or final trunk group) for any of the previously discussed metrics requires the company to file a Service Inquiry Report, a report identifying the cause of the performance and any corrective action being taken.

Major Service Outages

The standards also enjoin carriers to minimize major service outages, and to report such events to Staff when they occur. Such interruptions can occur for any number of reasons including damage to cables by contractors, fire, floods and terrorists activities. Such interruptions include both physical and cyber incidents that affect a company's network, facilities, services or operations.

Special Services

The Commission also has Special Service Guidelines addressing the quality of service utilities are expected to provide on Special Services¹⁰ in the areas of ordering, maintenance and installation quality. These guidelines are not part of the Commission's Rules and Regulations, but have been established via Commission order. Staff receives monthly service quality reports on these types of services only from Verizon, as it is the only carrier currently meeting the reporting criteria as defined in the Special Services Guidelines.

Complaints to the Commission

While not a service standard, the number of complaints against a utility is a measure of service quality. Traditionally, such complaints are stated as a rate per 1,000 lines per year so that comparisons between companies can be made. The threshold used to indicate good performance is set at 0.074 or lower per year.

SERVICE REQUIREMENTS OF THE OMP

The Open Market Plan¹¹ (or, the Plan) is based on service performance standards as stated in the rules prior to the substantial revisions adopted in October 2000. While the Plan expired on December 31, 2004, some requirements relating to holding company arrangements were permanent and did not expire. One of those requirements links annual service quality performance to the potential to withhold dividend payments to FTR's parent company, Citizens Communications. Essentially, FTR must achieve the annual service quality targets of the OMP in order to continue to make dividend payments.

¹⁰ Special Services are non-basic services, most of which are non-switched, and require engineering design review before being installed. Some may require construction of fiber facilities. They include alarm, video, foreign exchange and other services, but the majority demanded are high speed data circuits of 1.5 megabits and higher transmission rates.

¹¹ Case 93-C-0103 – Petition of Rochester Telephone Corporation for Approval of Proposed Restructuring Plan.

The following chart shows the service measurements of the standards prior to modification in October 2000 that are used for determining if FTR can continue to make dividend payments, and do not apply to other companies.

| SERVICE QUALITY MEASURES | | | | |
|--|---------------------------------------|-----------------|----------|------|
| Prior to October 2000 | | | | |
| SERVICE ELEMENT | REPORT NOMENCLATURE | SERVICE RATINGS | | |
| | | OBJECTIVE | WEAKSPOT | |
| MAINTENANCE SERVICE: (1) | | | | |
| Customer Trouble Report Rate | Report per 100 access lines | 0.0 - 4.2 | Over | 7.0 |
| Missed Repair Appointments | Percentage of missed appointments | 0.0 - 10.0 | Over | 15.0 |
| Out-Of-Service Clearing Time | Percentage of OOS over 24 hours | 0.0 - 20.0 | Over | 30.0 |
| INSTALLATION PERFORMANCE: (2) | | | | |
| Regular Installations | Percentage installed within 5 days | 85.0 - 100.0 | Below | 70.0 |
| Installation Appointments | Percentage missed | 0.0 - 3.0 | Over | 10.0 |
| ANSWERING TIME PERFORMANCE: (3) | | | | |
| Business Office | Percentage answered within 20 seconds | 90.0 - 100.0 | Below | 85.0 |
| Business Office | Percentage all positions busy | 0.0 - 10.0 | Over | 15.0 |
| Repair Service Bureau | Percentage answered within 20 seconds | 90.0 - 100.0 | Below | 85.0 |
| Repair Service Bureau | Average answer time (seconds) | 12.0 - 16.0 | Over | 27.0 |
| Directory Assistance | Percentage answered within 10 seconds | 86.0 - 100.0 | Below | 83.7 |
| Directory Assistance | Average answer time (seconds) | 0.0 - 6.3 | Over | 6.9 |
| Intercept | Percentage answered within 10 seconds | 86.0 - 100.0 | Below | 83.7 |
| Intercept | Average answer time (seconds) | 0.0 - 6.3 | Over | 6.9 |
| Toll & Assistance | Percentage answered within 10 seconds | 90.8 - 100.0 | Below | 87.5 |
| Toll & Assistance | Average answer time (seconds) | 0.0 - 2.8 | Over | 4.1 |
| <p>1. Overall Customer Trouble Report Rate results shall be reported at the central office entity level. All other Maintenance Service results shall be reported at the appropriate maintenance administrative entity level.</p> <p>2. All Installation Performance results shall be reported at the appropriate installation administrative level and shall exclude those instances where the subscriber requests a later date or where substantial construction is required.</p> <p>3. All Answering Time Performance results shall be reported at the appropriate administrative entity levels. Utilities can report either the percent answered within the specified time, or the average, but not both.</p> | | | | |

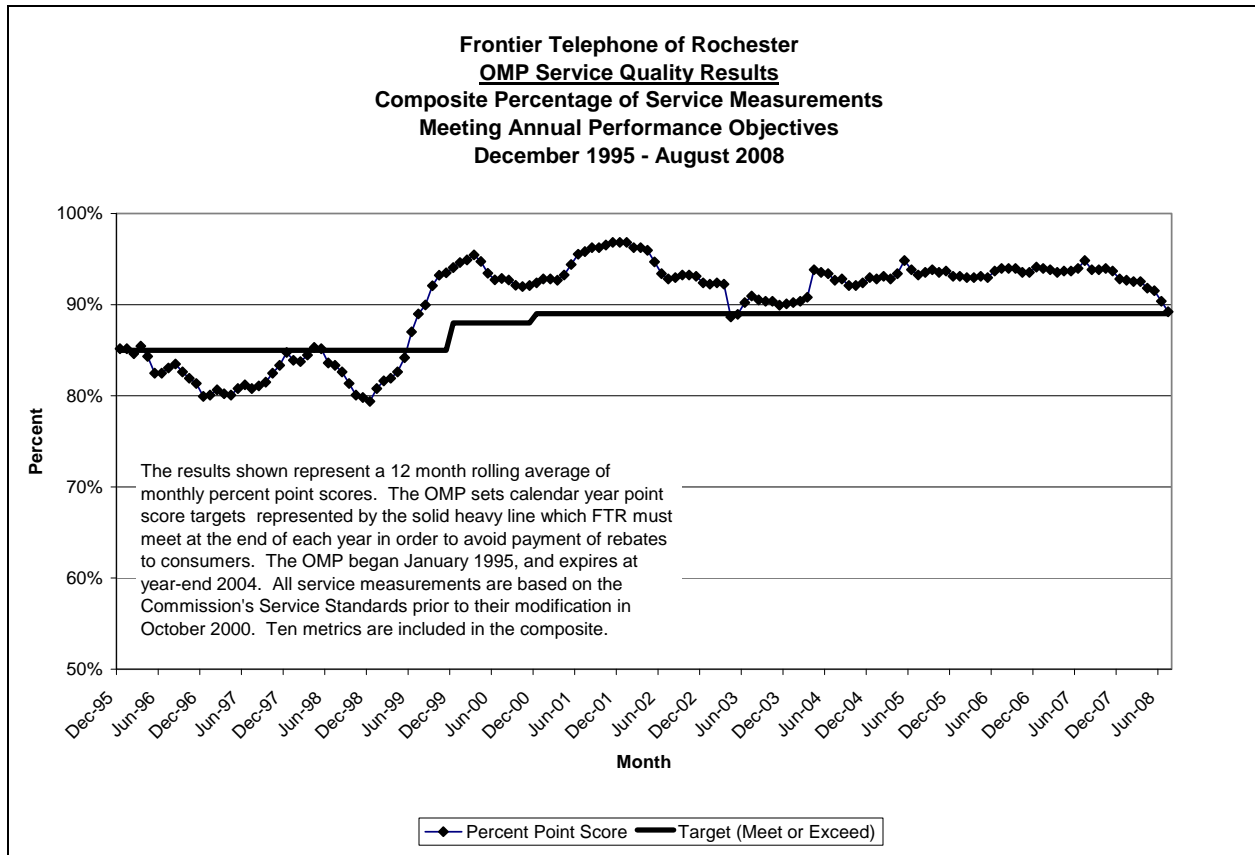
FTR must provide Objective Level service at least 89% of the time on all metrics in the Service Standards each year. It also can experience no more than one Surveillance Level Failure (three consecutive months or more of poor service performance for any metric) in any calendar year, and meet defined limits for customer complaints to the Commission.

Open Market Plan Service Quality Status

FTR met its year-end 2007 service performance targets in order to continue to make dividend payments to Citizens Communications, and was on target to do so again in 2008. This is shown in the following table. This chart will be modified in the next quarterly report, in order to reflect the new criteria adopted in the October 15, 2008 Joint Stipulation and Agreement.

| FTR's OMP Service Performance | | | |
|---|-------------------------------------|------------------------------------|----------------|
| <i>OMP Measurement Category</i> | <i>12 Months-to-Date Sept. 2008</i> | <i>Calendar Year 2008 OMP Goal</i> | <i>Comment</i> |
| % Objective Level Measures – All Metrics | 90.2% | =>89% | On Target |
| PSC Complaint Rate – 12 month average per 100,000 lines | 0.55 | =<4.7 | On Target |
| PSC Complaint Rate - 24 month average per 100,000 lines | 0.53 | =<7.4 | On Target |
| Number of Surveillance Level Failures | 0 | =<1 | On Target |

The following chart illustrates the company's performance over the past twelve years of the OMP, in terms of a 12-month rolling average of the Percent Objective Level Measure. That is, the chart depicts the frequency that FTR met or exceeded the expected level of performance on a group of ten metrics and 58 measured entities, or a total of 696 measurements per year.



Glossary

| | |
|----------------------|--|
| CLEC | Competing Local Exchange Carrier – Any one of many local exchange carriers (LEC) competing with an incumbent LEC. It may be reselling the incumbent carrier's services or be providing service via its own facilities. |
| ILEC | Incumbent local exchange carrier – Any one of the 40 traditional, full service, facilities-based, wireline telephone carriers providing local exchange telephone service as of February, 1996. |
| Incentive Rate Plan | A method of regulation that substitutes for rate base regulation wherein the carrier agreeing to such a plan is generally allowed the ability to earn a higher rate of return than would normally be allowed under rate base regulation in exchange for certain guarantees to the regulator such as no change in rates over a given period of time, and a level of service quality that, if not met, would result in rebates to consumers. |
| Intercept | The process of redirecting a telephone call to an operator or to a recording to another telephone number or message. |
| LEC | Local Exchange Carrier - A term designating the group of carriers providing local exchange telephone service consistent with the Commission's requirements for such carriers. It includes all ILECs and CLECs. |
| Objective Level | A level of telephone service quality performance representing good service to consumers that local exchange carriers are to strive to consistently attain as defined in Title 16 NYCRR, Part 603.12(b) prior to October 2000. |
| OMP | Open Market Plan – An incentive rate plan specific to Frontier Telephone of Rochester, the former Rochester Telephone Company. |
| PSC Complaints | Consumer complaints filed directly with the Public Service Commission against telephone companies. |
| Rate Base Regulation | A method of regulation that determines the allowed rate of return for a carrier based on its level of investment and expenses. |
| Reseller | A certified carrier that uses the facilities of another carrier to provide services to consumers. |

| | |
|----------------------------|--|
| Service Inquiry Report | Consistent telephone service quality performance outside of the Threshold range for three out of five months (including the current month) requiring the local exchange carrier to submit a corrective action plan to Commission Staff as defined in Title 16 NYCRR, part 603. |
| Surveillance Level Failure | Consistent telephone service quality performance at the Weakspot Level for three or more months in a row requiring the local exchange carrier to submit a corrective action plan to Commission staff as defined in Title 16 NYCRR, Part 603.13 prior to October 2000 |
| Target | A set level of expected performance used to characterize performance as established in an incentive rate plan (e.g., VIP and PRP) for various aspects of service quality. |
| Threshold Level | A level of telephone service quality performance which separates good service from less than desirable service as defined in Title 16 NYCRR, Part 603. |
| Weakspot Level | A level of telephone service quality performance below which immediate analysis and corrective action may be required as defined in Title 16 NYCRR, Part 603.12(c) prior to October 2000 |

Appendix FWL – 3

**FRONTIER COMMUNICATIONS
ACCESS LINES PRE-VERIZON ACQUISTION**

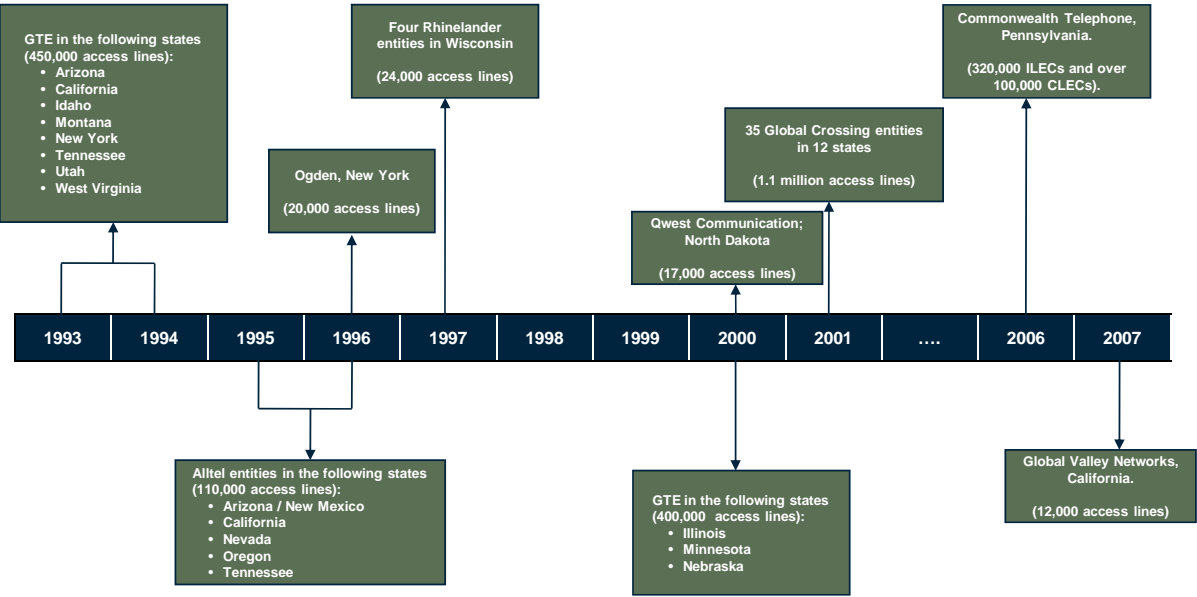
| Frontier Communications; Pre-acquisition | |
|---|------------------|
| State | Access Lines |
| New York | 683,880 |
| Pennsylvania | 427,489 |
| Minnesota | 210,983 |
| Arizona | 145,241 |
| West Virginia | 143,982 |
| California | 143,871 |
| Illinois | 97,461 |
| Tennessee | 79,014 |
| Wisconsin | 62,007 |
| Iowa | 44,891 |
| Nebraska | 43,106 |
| Alabama | 25,980 |
| Nevada | 23,701 |
| Utah | 21,718 |
| Idaho | 20,035 |
| Georgia | 19,167 |
| Michigan | 19,102 |
| Oregon | 12,626 |
| New Mexico | 8,001 |
| Montana | 7,659 |
| Mississippi | 5,474 |
| Indiana | 4,647 |
| Florida | 3,746 |
| Ohio | 552 |
| Total | 2,254,333 |

Source: Frontier Investor Presentation; May 13, 2009

Appendix FWL – 4

**FRONTIER COMMUNICATIONS
ACQUISITION HISTORY (1993 – 2007)**

Frontier Communications Acquisition History



Source: Frontier Communications

Appendix FWL – 5

FRONTIER AND VERIZON COMMUNICATIONS

ACCESS LINES BY STATE

| States with Frontier and Verizon operations | 12/31/2008 | Frontier | Verizon | Combined |
|---|---------------|----------|-----------|-----------|
| | Indiana | 4,647 | 718,251 | 722,898 |
| | Ohio | 552 | 634,153 | 634,705 |
| | West Virginia | 143,982 | 617,036 | 761,018 |
| | Illinois | 97,461 | 573,321 | 670,782 |
| | Michigan | 19,102 | 507,462 | 526,564 |
| | Oregon | 12,626 | 309,904 | 322,530 |
| | Wisconsin | 62,007 | 281,350 | 343,357 |
| | Idaho | 20,035 | 113,002 | 133,037 |
| | Nevada | 23,701 | 35,989 | 59,690 |
| | California | 143,871 | 24,205 | 168,076 |
| | Arizona | 145,241 | 6,297 | 151,538 |
| | | 673,225 | 3,820,970 | 4,494,195 |

| States with Frontier operations | 12/31/2008 | Frontier | Verizon | Combined |
|---------------------------------|--------------|----------|-----------|----------|
| | New York | 683,880 | | 683,880 |
| | Pennsylvania | 427,489 | | 427,489 |
| | Minnesota | 210,983 | | 210,983 |
| | Tennessee | 79,014 | | 79,014 |
| | Iowa | 44,891 | | 44,891 |
| | Nebraska | 43,106 | | 43,106 |
| | Alabama | 25,980 | | 25,980 |
| | Utah | 21,718 | | 21,718 |
| | Georgia | 19,167 | | 19,167 |
| | New Mexico | 8,001 | | 8,001 |
| | Montana | 7,659 | | 7,659 |
| | Mississippi | 5,474 | | 5,474 |
| | Florida | 3,746 | | 3,746 |
| | 1,581,108 | | 1,581,108 | |

| Verizon operations | 12/31/2008 | Frontier | Verizon | Combined |
|--------------------|----------------|----------|---------|----------|
| | Washington | | 578,506 | 578,506 |
| | North Carolina | | 263,479 | 263,479 |
| | South Carolina | | 127,718 | 127,718 |
| | | | 969,703 | 969,703 |

| | | | |
|--------------|------------------|------------------|------------------|
| Total | 2,254,333 | 4,790,673 | 7,045,006 |
|--------------|------------------|------------------|------------------|

Source: Frontier Investor Presentation; May 13, 2009

Appendix FWL – 6

FAIRPOINT AND VERIZON COMMUNICATIONS

ACCESS LINES BY STATE

| | | | | |
|--|-------------------|------------------|----------------|-----------------|
| States with FairPoint and Verizon operations | 12/31/2007 | FairPoint | Verizon | Combined |
| | Maine | 65,947 | 526,294 | 592,241 |
| | Vermont | 8,025 | 295,419 | 303,444 |
| | New Hampshire (1) | | 528,110 | 528,110 |
| | | 73,972 | 1,349,823 | 1,423,795 |

| | | | | |
|----------------------------------|-------------------|------------------|----------------|-----------------|
| States with FairPoint operations | 12/31/2007 | FairPoint | Verizon | Combined |
| | Florida | 54,919 | | 54,919 |
| | New York | 51,652 | | 51,652 |
| | Washington | 46,788 | | 46,788 |
| | Ohio | 14,928 | | 14,928 |
| | Missouri | 14,783 | | 14,783 |
| | Illinois | 7,256 | | 7,256 |
| | Virginia | 8,538 | | 8,538 |
| | Idaho | 6,884 | | 6,884 |
| | Kansas | 7,287 | | 7,287 |
| | Pennsylvania | 6,515 | | 6,515 |
| | Oklahoma | 4,289 | | 4,289 |
| | Colorado | 3,899 | | 3,899 |
| | Other States (2) | 4,067 | | 4,067 |
| | 231,805 | | 231,805 | |

| | | | |
|--------------|----------------|------------------|------------------|
| Total | 305,777 | 1,349,823 | 1,655,600 |
|--------------|----------------|------------------|------------------|

(1) FairPoint had some existing lines in New Hampshire but as shown in Footnote (2) the number is negligible

(2) Includes Massachusetts, New Hampshire, Georgia and Alabama.

Source: FairPoint 10-K 2007

Source: FCC Report 43-08, the ARMIS Operating Data Report for Verizon

Appendix FWL – 7

CENTURYTEL AND EMBARQ COMMUNICATIONS

ACCESS LINES BY STATE

| | | | | |
|--|--------------------|----------------|-------------------|-----------------|
| States with CenturyTel and Embarq operations | 12/31/2007 | Embarq | CenturyTel | Combined |
| | North Carolina (2) | 1,188,651 | 14,000 | 1,202,651 |
| | Ohio | 420,854 | 64,000 | 484,854 |
| | Texas | 311,121 | 33,000 | 344,121 |
| | Indiana | 214,397 | 5,000 | 219,397 |
| | Missouri | 200,321 | 408,000 | 608,321 |
| | Tennessee | 185,356 | 23,000 | 208,356 |
| | Iowa | 59 | 2,000 | 2,059 |
| | 2,520,759 | 549,000 | 3,069,759 | |

| | | | | |
|-------------------------------|-------------------|------------------|-------------------|------------------|
| States with Embarq operations | 12/31/2007 | Embarq | CenturyTel | Combined |
| | Florida | 1,711,185 | | 1,711,185 |
| | Nevada | 716,348 | | 716,348 |
| | Virginia | 369,211 | | 369,211 |
| | Pennsylvania | 319,798 | | 319,798 |
| | New Jersey | 174,306 | | 174,306 |
| | Kansas | 4,784 | | 4,784 |
| | | 3,295,632 | | 3,295,632 |

| | | | | |
|-----------------------|-------------------|------------------|-------------------|-----------------|
| CenturyTel operations | 12/31/2007 | Embarq | CenturyTel | Combined |
| | Wisconsin (1) | | 387,000 | 387,000 |
| | Alabama (2) | | 290,000 | 290,000 |
| | Arkansas | | 211,000 | 211,000 |
| | Washington | | 157,000 | 157,000 |
| | Michigan | | 91,000 | 91,000 |
| | Colorado | | 86,000 | 86,000 |
| | Louisiana | | 84,000 | 84,000 |
| | Oregon | | 66,000 | 66,000 |
| | Illinois (2) | | 57,000 | 57,000 |
| | Montana | | 57,000 | 57,000 |
| | Georgia (2) | | 34,000 | 34,000 |
| | Minnesota | | 27,000 | 27,000 |
| | Mississippi | | 22,000 | 22,000 |
| | Wyoming | | 6,000 | 6,000 |
| | New Mexico | | 6,000 | 6,000 |
| | Idaho | | 5,000 | 5,000 |
| | | 1,586,000 | 1,586,000 | |

| | | | |
|--------------|------------------|------------------|------------------|
| Total | 5,816,391 | 2,135,000 | 7,951,391 |
|--------------|------------------|------------------|------------------|

(1) As of December 31, 2008 and 2007, approximately 48,000 and 51,000, respectively, of these lines were owned and operated by our 89%-owned affiliate.

(2) In connection with our acquisition of Madison River in April 2007, we acquired an aggregate of approximately 164,000 access lines in Illinois, Alabama, Georgia and North Carolina.

Source: CenturyTel 10-K 2008

Source: FCC Report 43-08, the ARMIS Operating Data Report for Embarq

Appendix FWL – 8

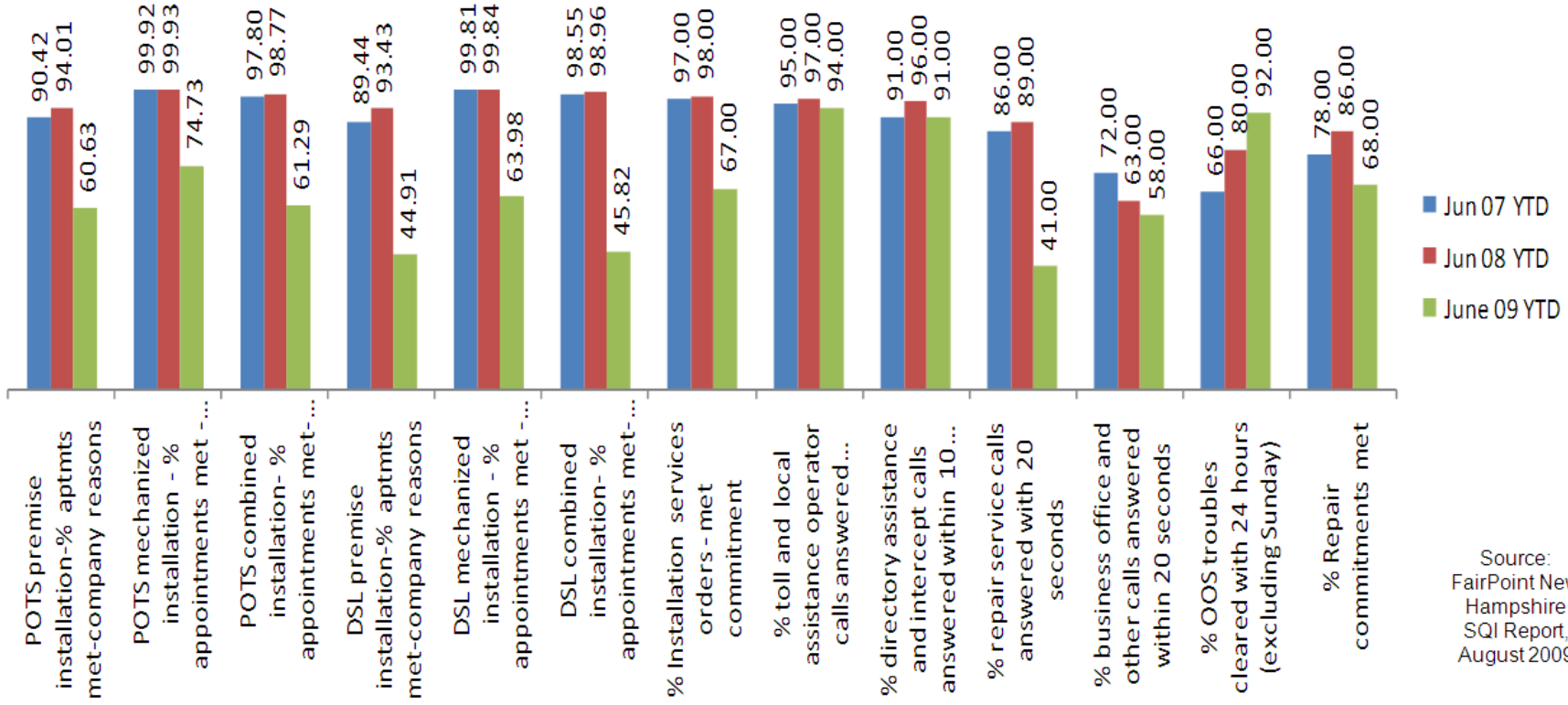
Transaction Comparison

| <i>(\$s in millions)</i> | CTL-EQ | FTR-VZ | FRP-VZ |
|--|---------------|---------------|---------------|
| Transaction Size | | | |
| Dollar Value | \$ 11,600 | \$ 8,583 | \$ 2,715 |
| Target Access Lines | 5,853 | 4,791 | 1,531 |
| Target States Involved | 18 | 14 | 3 |
| Relative Size (Target:Acquirer Ratio) | | | |
| Access Lines | 2.87 | 2.13 | 6.14 |
| Revenues | 2.38 | 1.92 | 4.59 |
| EBITDA | 2.09 | 1.58 | 3.19 |
| Pro forma Leverage | | | |
| Excluding Synergies | 2.3x | 2.6x | 4.1x |
| Including Synergies | 2.1x | 2.2x | 3.7x |
| Pro forma Payout Ratio | 50% | 43% | 60.0%-70.0% |
| PF Investment Grade Ratings | Yes | Near | No |
| Dual Systems Capabilities | Yes | Yes | No |

Source: Company press releases and presentations; New Frontier Presentation.

Appendix FWL – 9

FAIRPOINT COMMUNICATIONS
QUALITY OF SERVICE SUMMARY (NEW HAMPSHIRE)
2007 – 2009



Source:
 FairPoint New
 Hampshire
 SQI Report,
 August 2009

Appendix FWL – 10

**FAIRPOINT COMMUNICATIONS
QUALITY OF SERVICE REPORT (NEW HAMPSHIRE)
AUGUST 2009**



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

September 21, 2009

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 August 2009 and is also filing the attached paper copy.

There were three (3) exchanges that met/exceeded a 2.5 customer troubles report rate for three consecutive months ending with the August 2009 report.

Please call if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin M. Shea".

Kevin M. Shea
Attachments

cc: Meredith Hatfield
Karen Mead
Michael Morrissey
Brian Lippold

FairPoint Communications - NNE

New Hampshire SQI Results

August 2009

| | | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | AVG |
|-----------------|------------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| POTs Pre | 2007 | 90.04 | 90.26 | 90.18 | 90.24 | 90.53 | 90.91 | 91.28 | 91.52 | 91.81 | 92.10 | 92.03 | 92.25 | |
| % Appointr | YTD | 90.04 | 90.26 | 90.22 | 90.23 | 90.30 | 90.42 | 90.57 | 90.70 | 90.84 | 90.98 | 91.09 | 91.19 | 91.10 |
| | 2008 | 92.23 | 93.33 | 94.06 | 95.10 | 94.69 | 92.86 | 90.56 | 90.10 | 93.55 | 93.19 | 91.11 | 84.76 | |
| | YTD | 92.23 | 93.33 | 93.70 | 94.16 | 94.30 | 94.01 | 93.43 | 92.96 | 93.03 | 93.05 | 92.86 | 92.12 | 92.13 |
| | 2009 | n/a | 34.88 | 39.79 | 54.01 | 70.80 | 77.93 | 72.69 | 69.11 | | | | | |
| | YTD | n/a | 34.88 | 39.79 | 46.90 | 54.87 | 60.63 | 63.04 | 64.06 | | | | | 64.06 |
| Baseline | TBD | | | | | | | | | | | | | |
| POTs Mec | 2007 | 99.91 | 99.92 | 99.92 | 99.92 | 99.92 | 99.93 | 99.93 | 99.93 | 99.94 | 99.94 | 99.94 | 99.94 | |
| % Appointr | YTD | 99.91 | 99.92 | 99.92 | 99.92 | 99.92 | 99.92 | 99.92 | 99.92 | 99.93 | 99.93 | 99.93 | 99.93 | 99.93 |
| | 2008 | 99.94 | 99.93 | 99.92 | 99.95 | 99.94 | 99.93 | 99.93 | 99.81 | 99.77 | 99.90 | 99.73 | 99.83 | |
| | YTD | 99.94 | 99.93 | 99.93 | 99.93 | 99.94 | 99.93 | 99.93 | 99.92 | 99.90 | 99.90 | 99.88 | 99.88 | 99.88 |
| | 2009 | n/a | 61.24 | 63.19 | 81.38 | 88.28 | 79.58 | 76.05 | 88.50 | | | | | |
| | YTD | n/a | 61.24 | 62.22 | 68.60 | 73.52 | 74.73 | 74.95 | 76.89 | | | | | 76.89 |
| Baseline | TBD | | | | | | | | | | | | | |
| POTs Com | 2007 | 97.77 | 97.80 | 97.76 | 97.76 | 97.81 | 97.88 | 98.05 | 98.11 | 98.19 | 98.26 | 98.24 | 98.29 | |
| % Appointr | YTD | 97.77 | 97.80 | 97.78 | 97.77 | 97.78 | 97.80 | 97.84 | 97.88 | 97.92 | 97.96 | 97.99 | 98.01 | 97.99 |
| | 2008 | 98.30 | 98.58 | 98.76 | 99.03 | 99.02 | 98.44 | 97.90 | 97.54 | 98.25 | 98.53 | 97.98 | 97.39 | |
| | YTD | 98.30 | 98.58 | 98.67 | 98.79 | 98.85 | 98.77 | 98.62 | 98.47 | 98.44 | 98.45 | 98.40 | 98.31 | 98.31 |
| | 2009 | n/a | 45.04 | 45.67 | 62.08 | 75.33 | 78.34 | 73.87 | 75.48 | | | | | |
| | YTD | n/a | 45.04 | 45.36 | 50.93 | 57.03 | 61.29 | 63.39 | 65.12 | | | | | 65.12 |
| Baseline | TBD | | | | | | | | | | | | | |
| DSL Premi | 2007 | 93.09 | 91.54 | 91.72 | 86.06 | 89.74 | 88.13 | 88.36 | 88.99 | 91.56 | 91.65 | 89.41 | 92.56 | |
| % Appointr | YTD | 93.09 | 91.54 | 91.63 | 89.77 | 89.77 | 89.44 | 89.26 | 89.22 | 89.51 | 89.75 | 89.72 | 89.97 | 90.23 |
| | 2008 | 92.13 | 88.24 | 93.50 | 93.55 | 95.80 | 96.05 | 94.01 | 87.86 | 95.41 | 93.78 | 94.44 | 82.69 | |
| | YTD | 92.13 | 88.24 | 90.87 | 91.76 | 92.77 | 93.43 | 93.53 | 92.72 | 93.05 | 93.13 | 93.26 | 92.30 | 92.29 |
| | 2009 | n/a | 40.00 | 39.86 | 33.25 | 44.22 | 67.24 | 63.49 | 51.39 | | | | | |
| | YTD | n/a | 40.00 | 39.93 | 37.70 | 39.33 | 44.91 | 48.01 | 48.49 | | | | | 48.49 |
| Basline | TBD | | | | | | | | | | | | | |
| DSL Mech | 2007 | 99.86 | 99.58 | 99.87 | 99.92 | 99.83 | 99.86 | 99.77 | 99.73 | 99.84 | 99.91 | 99.69 | 99.74 | |
| % Appointr | YTD | 99.86 | 99.58 | 99.73 | 99.79 | 99.80 | 99.81 | 99.81 | 99.79 | 99.80 | 99.81 | 99.80 | 99.79 | 99.80 |
| | 2008 | 99.87 | 99.66 | 99.89 | 99.80 | 99.92 | 99.94 | 99.87 | 99.79 | 99.76 | 99.71 | 99.81 | 99.90 | |
| | YTD | 99.87 | 99.66 | 99.78 | 99.78 | 99.82 | 99.84 | 99.85 | 99.84 | 99.83 | 99.82 | 99.82 | 99.82 | 99.83 |
| | 2009 | n/a | 100.00 | 37.50 | 31.88 | 71.98 | 78.53 | 71.95 | 92.12 | | | | | |
| | YTD | n/a | 100.00 | 68.75 | 56.46 | 60.34 | 63.98 | 65.31 | 69.14 | | | | | 69.14 |

| | | | | | | | | | | | | | | |
|-----------------|------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| Baseline | TBD | | | | | | | | | | | | | |
| DSL Comb | 2007 | 98.47 | 98.51 | 99.01 | 98.25 | 98.73 | 98.25 | 98.25 | 98.10 | 98.65 | 98.66 | 98.22 | 98.73 | |
| % Appointr | YTD | 98.47 | 98.51 | 98.76 | 98.59 | 98.63 | 98.55 | 98.50 | 98.44 | 98.47 | 98.49 | 98.46 | 98.49 | 98.49 |
| | 2008 | 98.74 | 98.07 | 98.98 | 98.93 | 99.42 | 99.39 | 98.96 | 98.08 | 99.12 | 98.89 | 99.13 | 98.19 | |
| | YTD | 98.74 | 98.07 | 98.53 | 98.66 | 98.85 | 98.96 | 98.96 | 98.83 | 98.87 | 98.87 | 98.90 | 98.83 | 98.83 |
| | 2009 | n/a | 41.79 | 39.79 | 33.10 | 46.12 | 68.32 | 66.12 | 65.91 | | | | | |
| | YTD | n/a | 41.79 | 40.79 | 38.23 | 40.20 | 45.82 | 49.21 | 51.59 | | | | | 51.59 |
| Baseline | TBD | | | | | | | | | | | | | |
| % Installat | 2007 | 97 | 98 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 98 | 98 | 98 | |
| Met Comm | YTD | 97 | 98 | 98 | 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 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| | 2009 | 98 | 45 | 44 | 62 | 75 | 78 | 74 | 75 | | | | | |
| | YTD | 98 | 72 | 63 | 62 | 65 | 67 | 68 | 69 | | | | | 69 |
| Basline | 90 | | | | | | | | | | | | | |
| % Installat | 2007 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Met - w/in | 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 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| | YTD | n/a | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 |
| Baseline | 95 | | | | | | | | | | | | | |
| % Toll and | 2007 | 97 | 96 | 94 | 96 | 94 | 95 | 95 | 94 | 96 | 94 | 94 | 95 | |
| Operator C | YTD | 97 | 96 | 95 | 95 | 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 | | | | | |
| | YTD | 97 | 95 | 95 | 95 | 95 | 94 | 93 | 93 | | | | | 93 |
| Baseline | 90 | | | | | | | | | | | | | |
| % Director | 2007 | 93 | 94 | 90 | 91 | 90 | 88 | 92 | 96 | 95 | 95 | 95 | 93 | |
| Calls answ | YTD | 93 | 94 | 92 | 92 | 91 | 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 | 94 | 95 | 96 | 96 | 96 | 97 | 97 | 97 | 98 | 98 | 97 |
| | 2009 | 100 | 82 | 92 | 92 | 91 | 86 | 85 | 89 | | | | | |
| | YTD | 100 | 91 | 91 | 92 | 91 | 91 | 90 | 90 | | | | | 90 |
| Baseline | 85 | | | | | | | | | | | | | |
| % Repair S | 2007 | 86 | 87 | 88 | 85 | 86 | 86 | 86 | 87 | 87 | 86 | 90 | 89 | |
| 20 seconds | YTD | 86 | 87 | 88 | 87 | 87 | 86 | 86 | 86 | 87 | 86 | 87 | 87 | 87 |
| | 2008 | 88 | 87 | 89 | 93 | 92 | 85 | 80 | 85 | 94 | 92 | 91 | 57 | |
| | YTD | 88 | 87 | 88 | 90 | 90 | 89 | 88 | 87 | 88 | 89 | 89 | 86 | 82 |
| | 2009 | 81 | 25 | 30 | 26 | 31 | 51 | 30 | 68 | | | | | |

| | | | | | | | | | | | | | | |
|----------------------|-------------|--------|---------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------------------|
| | 2009 | n/a | n/a | n/a | 98.13 | 97.23 | 98.00 | 97.70 | 97.50 | | | | | |
| | YTD | n/a | n/a | n/a | 98.13 | 97.68 | 97.79 | 97.77 | 97.71 | | | | | 97.71 |
| | 97 | | | | | | | | | | | | | |
| Held Order | 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 Td | YTD | 12.40 | 7.79 | 9.11 | 8.30 | 7.61 | 7.29 | 6.71 | 6.54 | 7.37 | 7.24 | 7.51 | 7.77 | 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 | 8.36 | 11.01 | 8.69 | 8.54 | 8.74 | 8.25 | 8.04 | 8.52 | 8.48 | 8.28 | 7.79 | 7.87 |
| | 2009 | n/a | 2.73 | 4.74 | 7.99 | 14.60 | 0.00 | 0.00 | 0.00 | | | | | |
| | YTD | n/a | 2.73 | 3.74 | 5.15 | 7.52 | 7.52 | 7.52 | 7.52 | | | | | 7.52 |
| Baseline | 7.82 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | 2009 Penalty |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Tracking Only | | | | | | | | | | | | | | |
| Total Held | 2007 | 41 | 19 | 22 | 18 | 30 | 24 | 19 | 37 | 29 | 25 | 32 | 27 | |
| Month End | YTD | 41 | 19 | 21 | 20 | 22 | 23 | 22 | 24 | 25 | 25 | 26 | 26 | 27 |
| | 2008 | 17 | 15 | 12 | 14 | 11 | 14 | 14 | 13 | 25 | 11 | 8 | 19 | |
| | YTD | 17 | 15 | 14 | 14 | 13 | 13 | 13 | 13 | 15 | 14 | 14 | 14 | 14 |
| | 2009 | 9 | 424 | 6,511 | 9,620 | 3,060 | 0 | 0 | 0 | | | | | |
| | YTD | 9 | 217 | 2,315 | 4,141 | 3,925 | 3,925 | 3,925 | 3,925 | | | | | 3,925 |
| | | | | | | | | | | | | | | |
| Average D | 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 | 8.53 | 8.64 | 10.73 | 10.17 | 9.23 | 8.62 | 9.31 | 11.03 | 12.09 | 12.22 | 12.05 | 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 | 10.55 | 11.59 | 9.91 | 10.38 | 10.38 | 9.69 | 9.86 | 10.47 | 11.07 | 10.81 | 10.37 | 10.23 |
| | 2009 | 6.97 | 2.71 | 4.69 | 7.61 | 13.00 | 11.40 | 9.30 | 7.10 | | | | | |
| | YTD | 6.97 | 4.84 | 4.79 | 5.50 | 7.00 | 7.73 | 7.95 | 7.85 | | | | | 7.85 |
| | | | | | | | | | | | | | | |
| Number of | 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 | | | | | |
| | YTD | 10,944 | 11,344 | 32,814 | 54,499 | 74,970 | 96,244 | 114,625 | 136,644 | | | | | 136,644 |
| | | | | | | | | | | | | | | |
| Number of | 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 | | | | | |
| | YTD | 3,482 | 3,862 | 19,052 | 38,801 | 43,284 | 45,451 | 47,503 | 50,044 | | | | | 50,044 |
| | | | | | | | | | | | | | | |
| % Abandon | 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 | #DIV/0! | 1.8 | 1.7 | 1.5 | 1.5 | 1.4 | 1.4 | 1.4 | 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 | |

| Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-08 | Oct-08 | Nov-08 | Dec-08 |
|-------------|--------|-------------------|--------------|-------------|-------------------|-----------------|-----------------|---------------|-----------------|---------------|-----------------|
| Fitzwilliam | | Candia | Barrington | Candia | Alstead | Bartlett | Belmont | Deerfield | Deerfield | Atkinson | Alstead |
| | | Canaan | Candia | Epping | Atkinson | Belmont | Center Ossipee | New Boston | Epsom | Belmont | Atkinson |
| | | Raymond | Fitzwilliam | Errol | Bristol | Canaan | Center Sandwich | Hampstead | Errol | Canterbury | Barrington |
| | | Rumney | Newmarket | Fitzwilliam | Danbury | Center Harbor | Danbury | Pelham | Goffstown | Danbury | Bedford |
| | | Waterville Valley | Rindge | Marlow | Deerfield | Center Sandwich | Dublin | Epping | Hampstead | Enfield | Belmont |
| | | | Sanbornville | | Epsom | Colebrook | Errol | Kingston | Hampton | Fitzwilliam | Bristol |
| | | | | | Fitzwilliam | Deerfield | Fitzwilliam | Westmoreland | Marlow | Franconia | Candia |
| | | | | | Kingston | Dublin | Franconia | Harrisville | Pelham | Lyme | Canaan |
| | | | | | Littleton | Durham | Hancock | Pittsfield | Pittsburg | Milton Mills | Canterbury |
| | | | | | Lyme | Fitzwilliam | Hanover | Suncook | Plymouth | Penacook | Center Sandwich |
| | | | | | Marlow | Goffstown | Harrisville | Epsom | Raymond | Rumney | Charlestown |
| | | | | | North Stratford | Jefferson | Lyme | Franklin | Suncook | Twin Mountain | Danbury |
| | | | | | Raymond | Kingston | Marlow | Center Harbor | | | Deerfield |
| | | | | | Sunapee | Lyme | Merrimack | Rumney | | | Derry |
| | | | | | West Stewartstown | Madison | Milan | Tamworth | | | Dover |
| | | | | | | Marlow | Milton | Colebrook | | | Dublin |
| | | | | | | Milton Mills | Newport | Errol | | | Durham |
| | | | | | | Newmarket | North Haverhill | Pittsburg | Watch List-Aug. | | Epping |
| | | | | | | Northwood | Pittsburg | | Canaan | | Epsom |
| | | | | | | Rindge | Rye Beach | | Center Sandwich | | Exeter |
| | | | | | | Rye Beach | Sanbornville | | Danbury | | Farmington |
| | | | | | | Sanbornville | Sunapee | | Franconia | | Fitzwilliam |
| | | | | | | Spofford | Whitefield | | Lisbon | | Franklin |
| | | | | | | Warren | | | Lyme | | Goffstown |
| | | | | | | Winchester | | | Milton Mills | | Greenfield |
| | | | | | | | | | Seabrook | | Greenville |
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Appendix FWL – 11

**FRONTIER COMMUNICATIONS
INTEGRATION HISTORY (2000 – 2008)**

Frontier Communications Integration History

