

## Month End Summary – March 2010

<b>Customer Data</b>	<b>March 2009</b>	<b>March 2010</b>	<b>Gain/ (Loss)</b>
Basic	13,719	13,486	(233)
Data	8,375	9,226	851
Voice	156	1,754	1,598
Customer Relationships	15,326	15,235	(91)
Revenue Units	22,250	24,466	2,216

<b>Phone Statistics</b>	<b>Tech Support</b>		<b>Customer Service</b>	
	<b>Feb</b>	<b>Mar</b>	<b>Feb</b>	<b>Mar</b>
Calls offered	3,061	3,210	5,667	6,363
Calls answered	2,445	2,625	4,856	5,402
Average time to answer	1:41	1:19	0:41	0:54

<b>Service Call History</b>	<b>Feb</b>	<b>Mar</b>
Trouble Call Tickets	2076	2309
Truck Rolls	349	415
Service Call Percentage	2.3%	2.7%
Complete <24 hours	42.7%	50.6%
Complete <48 hours	35.5%	37.3%
Complete >48 hours	21.8%	12.1%

<b>New Construction</b>	<b>Feb</b>	<b>Mar</b>
Miles built	2.58	1.88
New homes passed	101	60

<b>Financial Summary</b>	<b>Q3 FY 2009</b>	<b>Q3 FY 2010</b>	<b>Better/ (Worse)</b>	<b>Percent Change</b>
<i>\$s in Thousands, Except ARPU</i>				
Total Revenues	3,440	3,765	325	9.4%
Total Expenses	3,244	3,455	(211)	6.5%
EBIDA	196	310	114	58.2%
Depreciation & Amort.	375	857	(482)	128.5%
Debt Service	1,206	1,164	42	3.5%
Net Income (Loss)	(1,385)	(1,711)	(326)	23.5%
Gross Margin	63.5%	55.7%	-7.8%	12.3%
Avg. Revenue/Customer	74.16	82.35	8.19	11.0%

