

Month End Summary - April 2010

Customer Data	April 2009	April 2010	Gain/ (Loss)
Basic	13,597	13,475	(122)
Data	8,339	9,262	923
Voice	271	1,847	1,576
Customer Relationships	15,196	15,270	74
Revenue Units	22,207	24,584	2,377

Phone Statistics	Tech Support		Customer Service	
	Mar	Apr	Mar	Apr
Calls offered	3,210	3,090	6,363	5,470
Calls answered	2,625	2,488	5,402	4,815
Average time to answer	1:19	1:38	0:54	0:34

Service Call History	Mar	Apr
Trouble Call Tickets	2309	2174
Truck Rolls	415	460
Service Call Percentage	2.7%	3.0%
Complete <24 hours	50.6%	45.0%
Complete <48 hours	37.3%	38.3%
Complete >48 hours	12.1%	16.7%

New Construction	Mar	Apr
Miles built	1.88	0.18
New homes passed	60	7