

Month End Summary - May 2010

| Customer Data | May 2009 | May 2010 | Gain/ (Loss) |
|------------------------|---------------------|---------------------|-------------------------|
| Basic | 13,598 | 13,451 | (147) |
| Data | 8,368 | 9,269 | 901 |
| Voice | 380 | 1,912 | 1,532 |
| Customer Relationships | 15,196 | 15,257 | 61 |
| Revenue Units | 22,346 | 24,632 | 2,286 |

| Phone Statistics | Tech Support | | Customer Service | |
|-------------------------|---------------------|------------|-------------------------|------------|
| | April | May | April | May |
| Calls offered | 3,090 | 2,799 | 5,470 | 5,695 |
| Calls answered | 2,488 | 2,368 | 4,815 | 4,814 |
| Average time to answer | 1:38 | 0:33 | 0:34 | 0:44 |

| Service Call History | April | May |
|-----------------------------|--------------|------------|
| Trouble Call Tickets | 2174 | 2104 |
| Truck Rolls | 460 | 427 |
| Service Call Percentage | 3.0% | 2.8% |
| Complete <24 hours | 45.0% | 46.6% |
| Complete <48 hours | 38.3% | 39.3% |
| Complete >48 hours | 16.7% | 14.1% |

| New Construction | April | May |
|-------------------------|--------------|------------|
| Miles built | 0.18 | 1.56 |
| New homes passed | 7 | 9 |