



## 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



## Month End Summary - June 2010

<b>Customer Data</b>	<b>June 2009</b>	<b>June 2010</b>	<b>Gain/ (Loss)</b>
Basic	13,616	13,384	(232)
Data	8,481	9,293	812
Voice	580	1,967	1,387
Customer Relationships	15,193	15,212	19
Revenue Units	22,677	24,644	1,967

<b>Phone Statistics</b>	<b>Tech Support</b>		<b>Customer Service</b>	
	<b>May</b>	<b>June</b>	<b>May</b>	<b>June</b>
Calls offered	2,799	3,571	5,695	6,763
Calls answered	2,368	2,882	4,814	5,649
Average time to answer	0:33	1:52	0:44	1:01

<b>Service Call History</b>	<b>May</b>	<b>June</b>
Trouble Call Tickets	2104	2541
Truck Rolls	427	566
Service Call Percentage	2.8%	3.7%
Complete <24 hours	46.6%	44.9%
Complete <48 hours	39.3%	39.0%
Complete >48 hours	14.1%	16.1%

<b>New Construction</b>	<b>May</b>	<b>June</b>
Miles built	1.56	0.25
New homes passed	9	43



## Month End Summary - June 2010

<b>Financial Summary</b>	<b>Q4</b>	<b>Q4<sup>1</sup></b>	<b>Better/</b>	<b>Percent</b>
<i>\$s in Thousands, Except ARPU</i>	<b>FY 2009</b>	<b>FY 2010</b>	<b>(Worse)</b>	<b>Change</b>
Total Revenues	3,633	3,758	125	3.4%
Total Expenses	4,025	3,204	821	20.4%
EBIDA	(392)	554	946	241.3%
% EBIDA	-10.8%	14.7%	25.5%	236.6%
Depreciation & Amort.	693	866	(173)	-25.0%
Interest Expense	617	1,164	(547)	-88.7%
Net Income (Loss)	(1,702)	(1,476)	226	13.3%
Gross Margin	48.3%	57.3%	9.0%	18.6%
Avg. Revenue/Customer	\$79.70	\$82.35	\$2.65	3.3%

<b>Financial Summary</b>	<b>Q3<sup>1</sup></b>	<b>Q4<sup>1</sup></b>	<b>Better/</b>	<b>Percent</b>
<i>\$s in Thousands, Except ARPU</i>	<b>FY 2010</b>	<b>FY 2010</b>	<b>(Worse)</b>	<b>Change</b>
Total Revenues	3,765	3,758	(7)	-0.2%
Total Expenses	3,455	3,204	251	7.3%
EBIDA	310	554	244	78.7%
% EBIDA	8.2%	14.7%	6.5%	79.0%
Depreciation & Amort.	857	866	(9)	-1.1%
Interest Expense	1,164	1,164	0	0.0%
Net Income (Loss)	(1,711)	(1,476)	235	13.7%
Gross Margin	55.7%	57.3%	1.6%	2.9%
Avg. Revenue/Customer	\$82.35	\$82.35	\$0.00	0.0%

<b>Financial Summary</b>			<b>Better/</b>	<b>Percent</b>
<i>\$s in Thousands, Except ARPU</i>	<b>FY 2009</b>	<b>FY 2010<sup>1</sup></b>	<b>(Worse)</b>	<b>Change</b>
Total Revenues	13,749	14,588	839	6.1%
Total Expenses	13,437	13,331	106	0.8%
EBIDA	312	1,257	945	302.9%
% EBIDA	2.3%	8.6%	6.3%	279.7%
Depreciation & Amort.	2,657	3,408	(751)	-28.3%
Interest Expense	4,084	4,647	(563)	-13.8%
Net Income (Loss)	(6,429)	(6,798)	(369)	-5.7%
Gross Margin	60.9%	56.9%	-4.0%	-6.6%
Avg. Revenue/Customer	\$75.42	\$79.91	\$4.49	6.0%

<sup>1</sup> Preliminary and Unaudited Data