

Incumbent Telephone Complaints Received in 2008

as of 10/28/2008

| Utility Type | Company | Service | | Disconnect/ Notice | | Billing | | Miscellaneous | | Total Complaints | Rate per 1000 Customers |
|------------------------|---|-----------|------------|-----------------------|------------|-----------|------------|---------------|-----------|---------------------|-------------------------------|
| | | # | % | # | % | # | % | # | % | | |
| COMMUNICATIONS | CHINA TELEPHONE COMPANY | | 0% | 2 | 100% | | 0% | | 0% | 2 | 0.0 |
| | COBBOSSEECONTEE TELEPHONE COMPANY (TDS) | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | COMMUNITY SERVICE TELEPHONE COMPANY | 2 | 67% | | 0% | 1 | 33% | | 0% | 3 | 0.0 |
| | HAMPDEN TELEPHONE COMPANY (TDS) | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS) | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | ISLAND TELEPHONE CO. (TDS) | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | LINCOLNVILLE NETWORKS, INC | | 0% | | 0% | 1 | 100% | | 0% | 1 | 0.0 |
| | MAINE TELEPHONE COMPANY | | 0% | | 0% | 1 | 100% | | 0% | 1 | 0.0 |
| | MID MAINE TELECOM | 1 | 100% | | 0% | | 0% | | 0% | 1 | 0.0 |
| | NORTHERN NEW ENGLAND TEL D/B/A FAIRPOINT | 34 | 35% | 13 | 14% | 48 | 50% | 1 | 1% | 96 | 0.0 |
| | NORTHLAND TELEPHONE COMPANY OF MAINE | 1 | 8% | 3 | 25% | 8 | 67% | | 0% | 12 | 0.0 |
| | OXFORD TELEPHONE COMPANY | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | OXFORD WEST TELEPHONE COMPANY | | 0% | | 0% | 1 | 100% | | 0% | 1 | 0.0 |
| | PINE TREE TEL AND TEL COMPANY | 1 | 33% | | 0% | 2 | 67% | | 0% | 3 | 0.0 |
| | SACO RIVER TEL AND TEL COMPANY | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | SIDNEY TELEPHONE COMPANY | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | SOMERSET TELEPHONE COMPANY (TDS) | 2 | 50% | 1 | 25% | 1 | 25% | | 0% | 4 | 0.0 |
| | STANDISH TELEPHONE COMPANY | 1 | 100% | | 0% | | 0% | | 0% | 1 | 0.0 |
| | TIDEWATER TELECOM, INC. | 1 | 20% | | 0% | 4 | 80% | | 0% | 5 | 0.0 |
| | UNION RIVER TELEPHONE COMPANY | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | UNITEL, INC. | 1 | 100% | | 0% | | 0% | | 0% | 1 | 0.0 |
| | VERIZON NEW ENGLAND INC. D/B/A VERIZON MAINE | 14 | 33% | 8 | 19% | 20 | 47% | 1 | 2% | 43 | 0.0 |
| | WARREN TELEPHONE COMPANY (TDS) | | 0% | | 0% | | 0% | | 0% | 0 | 0.0 |
| | WEST PENOBSCOT TELEPHONE COMPANY (TDS) | | 0% | | 0% | 1 | 100% | | 0% | 1 | 0.0 |
| Industry Totals | 24 | 58 | 33% | 27 | 15% | 88 | 50% | 2 | 1% | 175 | 0.0 |