

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2010 PUC SCORECARD**

**RETAIL PERFORMANCE**

<b>ON TIME PERFORMANCE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>
<b>RETAIL AGGREGATE</b>	44.12	54.29	54.35										51.31
<b>ORDER VOLUME</b>	34	35	46										115
<b>DSO</b>	0.00	0.00	0.00										0.00
<b>DS1 &amp; ABOVE</b>	44.12	54.29	56.82										52.22

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>ACCESS PERFORMANCE</b>													
<b>ON TIME PERFORMANCE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>
<b>ACCESS AGGREGATE</b>	0.00	82.61	48.98										55.84
<b>ORDER VOLUME</b>	5	23	49										77
<b>DSO</b>	0.00	0.00	0.00										0.00
<b>DS1 &amp; ABOVE</b>	0.00	82.61	48.98										55.84
<b>AFFILIATES</b>	**	**	**										**
<b>DSO</b>	**	**	**										**
<b>DS1 &amp; ABOVE</b>	**	**	**										**
<b>NON-AFFILIATES</b>	0.00	82.61	48.98										55.84
<b>DSO</b>	0.00	0.00	0.00										0.00
<b>DS1 &amp; ABOVE</b>	0.00	82.61	48.98										55.84

\*\* No Service Orders

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<b>RETAIL PERFORMANCE</b>													
<b>AVERAGE DELAY DAYS</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>
<b>RETAIL AGGREGATE</b>	13.8	10.80	6.30										12.3
<b>No. of MISSED ORDERS</b>	19	8	3										30
<b>DSO</b>	0.00	0.00	0.00										0.0
<b>DS1 &amp; ABOVE</b>	13.8	10.80	6.30										12.3

\*\* No Missed Service Orders

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<b>ACCESS PERFORMANCE</b>													
<b>AVERAGE DELAY DAYS</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;=3.0</b>
<b>ACCESS AGGREGATE</b>	15.8	9.80	9.40										11.8
<b>No. of MISSED ORDERS</b>	5	4	5										14
<b>DSO</b>	0.0	0.00	0.00										0.0
<b>DS1 &amp; ABOVE</b>	15.8	9.80	9.40										11.8
<b>AFFILIATES</b>	**	**	**										**
<b>DSO</b>	**	**	**										**
<b>DS1 &amp; ABOVE</b>	**	**	**										**
<b>NON-AFFILIATES</b>	15.8	9.80	9.40										11.8
<b>DSO</b>	0.0	0.00	0.00										0.0
<b>DS1 &amp; ABOVE</b>	15.8	9.80	9.40										11.8

\*\* No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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RETAIL PERFORMANCE													
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>RETAIL AGGREGATE</b>	0.00	0.00	33.33										33.33
No. of MISSED ORDERS	0	0	1										1
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	0.00	100.00										100.00

\*\* No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2010 PUC SCORECARD**

<b>ACCESS PERFORMANCE</b>													
<b>MISSED FOR FACILITIES</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>ACCESS AGGREGATE</b>	0.00	0.00	0.00										0.00
No. of MISSED ORDERS	0	0	0										0
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	0.00	0.00										0.00
<b>AFFILIATES</b>	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
<b>NON-AFFILIATES</b>	0.00	0.00	0.00										0.00
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	0.00	0.00										0.00

\*\* No Orders Missed For Facility Reasons

## NEW HAMPSHIRE - SPECIAL ACCESS SERVICES 2010 PUC SCORECARD

[illegible]

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>ACCESS PERFORMANCE</b>													
<b>INSTALLATION QUALITY</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>
<b>ACCESS AGGREGATE</b>	0.00	0.00	0.00										0.00
<b>No. of I CODES</b>	0	0	0										0
<b>AFFILIATES</b>	**	**	**										**
<b>NON-AFFILIATES</b>	0.00	0.00	0.00										0.00

\*\* No Installation Troubles



## 2010 PUC SCORECARD

[illegible]

## NEW HAMPSHIRE - SPECIAL ACCESS SERVICES 2010 PUC SCORECARD

[illegible]

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<b>TROUBLE REPORT RATE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>
<b>RETAIL AGGREGATE</b>	0.07	0.19	0.34										0.26
<b>No. of TROUBLE RPTS</b>	5	14	26										45

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