

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

RETAIL PERFORMANCE													
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
RETAIL AGGREGATE	44.12	54.29	54.35	64.29	48.15	67.16	71.43	37.21	38.36				49.67
ORDER VOLUME	34	35	46	28	27	67	21	43	146				447
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DS1 & ABOVE	44.12	54.29	56.82	64.29	48.15	67.16	75.00	37.21	38.36				50.00

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ACCESS PERFORMANCE													
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
ACCESS AGGREGATE	0.00	82.61	48.98	0.00	0.00	33.33	0.00	0.00	78.26				57.94
ORDER VOLUME	5	23	49	0	1	3	2	1	23				107
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DS1 & ABOVE	0.00	82.61	48.98	0.00	0.00	33.33	0.00	0.00	78.26				57.94
AFFILIATES	**	**	**	**	**	**	**	**	**				**
DSO	**	**	**	**	**	**	**	**	**				**
DS1 & ABOVE	**	**	**	**	**	**	**	**	**				**
NON-AFFILIATES	0.00	82.61	48.98	0.00	0.00	33.33	0.00	0.00	78.26				57.94
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DS1 & ABOVE	0.00	82.61	48.98	0.00	0.00	33.33	0.00	0.00	78.26				57.94

** No Service Orders

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

RETAIL PERFORMANCE													
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<=3.0
RETAIL AGGREGATE	13.8	10.80	6.30	12.60	9.40	7.80	8.00	8.00	9.90				9.8
No. of MISSED ORDERS	19	8	3	10	14	22	6	27	90				199
DSO	0.00	0.00	0.00	0.00	0.00	0.00	5.00	0.00	0.00				5.0
DS1 & ABOVE	13.8	10.80	6.30	12.60	9.40	7.80	8.60	8.00	9.90				9.8

** No Missed Service Orders

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ACCESS PERFORMANCE													
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<=3.0
ACCESS AGGREGATE	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80				17.3
No. of MISSED ORDERS	5	4	5	0	1	2	2	1	5				25
DSO	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80				17.3
AFFILIATES	**	**	**	**	**	**	**	**	**				**
DSO	**	**	**	**	**	**	**	**	**				**
DS1 & ABOVE	**	**	**	**	**	**	**	**	**				**
NON-AFFILIATES	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80				17.3
DSO	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80				17.3

** 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
RETAIL AGGREGATE	0.00	0.00	33.33	0.00	0.00	50.00	0.00	66.67	0.00				18.87
No. of MISSED ORDERS	0	0	1	0	0	1	2	2	3				9
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DS1 & ABOVE	0.00	0.00	100.00	0.00	0.00	50.00	0.00	66.67	0.00				27.08

** No Orders Missed For Facility Reasons

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ACCESS 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
ACCESS AGGREGATE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
No. of MISSED ORDERS	0	0	0	0	0	0	0	0	0				0
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
AFFILIATES	**	**	**	**	**	**	**	**	**				**
DSO	**	**	**	**	**	**	**	**	**				**
DS1 & ABOVE	**	**	**	**	**	**	**	**	**				**
NON-AFFILIATES	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00

** No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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RETAIL PERFORMANCE													
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0
RETAIL AGGREGATE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
No. of I CODES	0	0	0	0	0	0	0	0	0				0

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ACCESS PERFORMANCE													
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0
ACCESS AGGREGATE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
No. of I CODES	0	0	0	0	0	0	0	0	0				0
AFFILIATES	**	**	**	**	**	**	**	**	**				**
NON-AFFILIATES	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00

** No Installation Troubles

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RETAIL PERFORMANCE													
THRESHOLD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
RETAIL AGGREGATE	26:24	20:36	28:00	16:06	29:54	6:54	15:18	20:18	25:48				21:26
No. of TROUBLE RPTS	5	14	26	11	12	7	19	13	12				119

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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ACCESS PERFORMANCE													
TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0
ACCESS AGGREGATE	15:24	20:12	29:24	31:04	16:48	21:00	19:54	22:18	15:06				21:33
No. of TROUBLE RPTS	24	80	101	39	46	49	49	53	67				508
AFFILIATES	**	**	**	**	**	**	**	**	**				**
NON-AFFILIATES	15:24	20:12	29:24	31:04	16:48	21:00	19:54	22:18	15:06				21:33

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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RETAIL PERFORMANCE													
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
RETAIL AGGREGATE	0.07	0.19	0.34	0.15	0.16	0.09	0.25	0.17	0.16				0.21
No. of TROUBLE RPTS	5	14	26	11	12	7	19	13	12				119

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ACCESS PERFORMANCE													
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
ACCESS AGGREGATE	0.27	0.89	1.12	0.43	0.51	0.54	0.54	0.59	0.74				0.72
No. of TROUBLE RPTS	24	80	101	39	46	48	49	53	67				507
AFFILIATES	**	**	**	**	**	**	**	**	**				**
NON-AFFILIATES	0.27	0.89	1.12	0.43	0.51	0.54	0.54	0.59	0.74				0.72