

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
2007 PUC SCORECARD**

SOURCE: WFA

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	82.61	100.00	91.67	100.00	93.10	82.61	95.24	100.00	100.00	100.00	94.12	98.40	96.52
ORDER VOLUME	23	26	12	15	29	23	21	13	13	16	68	374	633
DSO	62.50	100.00	80.00	100.00	85.71	100.00	85.71	100.00	100.00	100.00	66.67	83.33	88.24
DS1 & ABOVE	93.33	100.00	100.00	100.00	95.45	73.33	100.00	100.00	100.00	100.00	95.38	98.64	97.52

** No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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SOURCE: WFA

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	97.01	95.29	95.68	94.97	95.63	96.56	93.48	98.29	96.93	96.24	96.71	98.25	96.34
ORDER VOLUME	335	276	301	358	435	436	230	350	391	319	243	343	4017
DSO	87.50	100.00	100.00	95.83	94.74	100.00	100.00	100.00	100.00	100.00	75.00	80.00	96.38
DS1 & ABOVE	97.25	95.11	95.42	94.91	95.67	96.46	93.18	98.26	96.78	96.17	97.07	98.52	96.34
AFFILIATES	100.00	97.56	91.30	97.44	90.48	98.11	84.00	97.26	96.00	96.61	100.00	97.14	95.84
DSO	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
DS1 & ABOVE	100.00	97.14	89.47	96.97	89.66	98.00	81.82	97.22	95.31	96.30	100.00	96.97	95.43
NON-AFFILIATES	96.47	94.89	96.47	94.67	96.51	96.34	94.63	98.56	97.15	96.15	96.06	98.38	96.43
DSO	83.33	100.00	100.00	94.44	92.86	100.00	100.00	100.00	100.00	100.00	50.00	66.67	94.05
DS1 & ABOVE	96.75	94.81	96.34	94.68	96.65	96.26	94.44	98.53	97.09	96.14	96.52	98.69	96.49

** No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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	3.25	**	1.00	**	14.00	5.50	5.00	**	**	**	4.50	8.00	6.14
No. of MISSED ORDERS	4	**	1	**	2	4	1	**	**	**	4	6	22
DSO	3.00	**	1.00	**	21.00	**	5.00	**	**	**	4.00	5.00	5.63
DS1 & ABOVE	4.00	**	**	**	7.00	5.50	**	**	**	**	4.67	8.60	6.43

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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	8.90	14.08	6.38	6.44	12.63	10.00	16.67	9.00	10.58	10.08	17.25	8.00	10.88
No. of MISSED ORDERS	10	13	13	18	19	15	15	6	12	12	8	6	147
DSO	14.00	**	**	2.00	0.00	**	**	**	**	**	11.00	5.00	8.60
DS1 & ABOVE	8.33	14.08	6.38	6.71	12.72	10.00	16.67	9.00	10.58	10.08	18.14	8.60	10.96
AFFILIATES	**	2.00	3.75	6.00	13.83	10.00	23.25	13.00	6.00	9.50	**	29.00	12.04
DSO	**	**	**	**	**	**	**	**	**	**	**	**	**
DS1 & ABOVE	**	2.00	3.75	6.00	13.83	10.00	23.25	13.00	6.00	9.50	**	29.00	12.04
NON-AFFILIATES	8.90	15.08	7.56	6.47	12.08	10.00	14.27	7.00	12.11	10.20	17.25	3.80	10.64
DSO	14.00	**	**	2.00	11.00	**	**	**	**	**	11.00	5.00	8.60
DS1 & ABOVE	8.33	15.08	7.56	6.75	12.17	10.00	14.27	7.00	12.11	10.20	18.14	3.50	10.73

** 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	0.13	**	**	**	0.07	0.13	0.05	**	**	**	0.01	**	0.02	
No. of MISSED ORDERS	3	**	**	**	2.00	3	1	**	**	**	1	**	10	
DSO	0.25	**	**	**	0.14	**	0.14	**	**	**	**	**	0.06	
DS1 & ABOVE	0.07	**	**	**	0.05	0.20	**	**	**	**	0.02	**	0.01	

** No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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SOURCE: WFA

ACCESS PERFORMANCE													
MISSED FOR FACILITIES THRESHOLD	Jan NA	Feb NA	Mar NA	Apr NA	May NA	Jun NA	Jul NA	Aug NA	Sep NA	Oct NA	Nov NA	Dec NA	YTD NA
ACCESS AGGREGATE	0.02	0.02	0.01	0.03	0.03	0.02	0.04	0.01	0.02	0.03	0.03	0.01	0.02
No. of MISSED ORDERS	7	5	4	12	13	8	10	4	7	8	8	5	91
DSO	**	**	**	0.04	0.05	**	**	**	**	**	0.25	**	0.02
DS1 & ABOVE	0.02	0.02	0.01	0.03	0.03	0.02	0.05	0.01	0.02	0.03	0.03	0.01	0.02
AFFILIATES	**	**	0.02	0.03	0.05	**	0.12	0.01	0.03	**	**	**	0.02
DSO	**	**	**	**	**	**	**	**	**	**	**	**	**
DS1 & ABOVE	**	**	0.03	0.03	0.05	**	0.14	0.01	0.03	**	**	**	0.02
NON-AFFILIATES	0.02	0.02	0.01	0.03	0.03	0.02	0.03	0.01	0.02	0.03	0.04	0.02	0.02
DSO	**	**	**	0.06	0.07	**	**	**	**	**	0.50	**	0.04
DS1 & ABOVE	0.03	0.02	0.01	0.03	0.03	0.02	0.04	0.01	0.02	0.03	0.03	0.02	0.02

** 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	2.04	**	2.63	3.70	**	1.92	2.27	**	**	13.79	1.19	3.39	2.72
No. of I CODES	1	**	1	1	**	1	1	**	**	4	1	15	25

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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	3.37	2.78	4.16	3.19	3.78	3.33	1.20	1.55	1.21	1.41	1.25	2.22	2.48
No. of I CODES	21	17	24	21	30	29	8	9	9	10	7	13	198
AFFILIATES	3.06	4.30	10.34	7.06	4.90	6.03	2.56	1.02	0.68	0.00	1.01	4.00	3.46
NON-AFFILIATES	3.43	2.51	3.06	2.61	3.62	2.91	1.02	1.66	1.35	1.74	2.38	1.96	2.38

** No Installation Troubles

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RETAIL PERFORMANCE													
THRESHOLD	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
RETAIL AGGREGATE	4:00	3:54	3:46	3:12	5:08	4:50	4:09	3:04	2:59	3:11	**	2:40	3:34
No. of TROUBLE RPTS	75	50	70	97	60	60	79	47	43	97	**	164	842

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ACCESS PERFORMANCE													
TROUBLE DURATION THRESHOLD	Jan <=9.0	Feb <=9.0	Mar <=9.0	Apr <=9.0	May <=9.0	Jun <=9.0	Jul <=9.0	Aug <=9.0	Sep <=9.0	Oct <=9.0	Nov <=9.0	Dec <=9.0	YTD <=9.0
ACCESS AGGREGATE	3:06	2:57	3:24	2:57	3:53	4:00	3:42	3:32	2:58	2:52	3:29	2:45	6:50
No. of TROUBLE RPTS	326	153	305	538	343	306	297	196	212	145	12	145	2978
AFFILIATES	2:26	3:13	3:36	3:10	4:30	3:45	3:30	3:45	2:32	3:58	2:35	2:55	3:24
NON-AFFILIATES	3:12	2:54	3:20	2:53	3:44	4:04	3:44	3:29	3:04	3:02	3:38	2:42	3:20

**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	1.83	1.24	1.76	2.47	1.53	1.54	2.02	1.22	1.13	4.59	**	7.06	2.00
No. of TROUBLE RPTS	75	50	70	97	60	60	79	47	43	97	**	164	842

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ACCESS PERFORMANCE													
TROUBLE REPORT RATE THRESHOLD	Jan <=3.5	Feb <=3.5	Mar <=3.5	Apr <=3.5	May <=3.5	Jun <=3.5	Jul <=3.5	Aug <=3.5	Sep <=3.5	Oct <=3.5	Nov <=3.5	Dec <=3.5	YTD <=3.5
ACCESS AGGREGATE	2.87	1.34	2.67	4.73	3.01	2.68	2.59	1.71	1.83	1.23	0.10	1.26	2.16
No. of TROUBLE RPTS	326	153	305	538	343	306	297	196	212	145	12	145	2978
AFFILIATES	2.40	1.14	3.46	5.98	3.27	3.61	2.38	2.06	2.13	1.40	1.34	1.22	2.51
NON-AFFILIATES	2.96	1.38	2.53	4.50	2.96	2.50	2.63	1.65	1.78	1.20	1.41	1.27	2.23