

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2008 PUC SCORECARD**

SOURCE: WFA

**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>    | 88.19          | 96.97          | 86.40          | 92.77          | 94.55          | 90.68          | 64.66          | 67.33          | 81.40          |                |                |                | 87.07          |
| <b>ORDER VOLUME</b>        | 491            | 264            | 419            | 166            | 110            | 118            | 116            | 101            | 86             |                |                |                | 1871           |
| <b>DSO</b>                 | 68.75          | 90.00          | **             | 92.31          | 60.00          | 85.71          | 50.00          | 75.00          | 80.00          |                |                |                | 76.47          |
| <b>DS1 &amp; ABOVE</b>     | 88.84          | 97.24          | 86.40          | 92.81          | 96.19          | 90.99          | 65.74          | 67.01          | 81.48          |                |                |                | 87.47          |

\*\* No Service Orders

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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  |
| <b>ACCESS AGGREGATE</b> | 87.76 | 82.59  | 78.79  | 79.35 | 80.92 | 76.49 | 80.63 | 65.78 | 74.08 |      |      |      | 79.26 |
| ORDER VOLUME            | 474   | 201    | 33     | 247   | 325   | 285   | 413   | 225   | 382   |      |      |      | 2585  |
| DSO                     | 64.29 | 88.89  | 100.00 | 69.23 | 75.00 | 71.43 | 87.50 | 85.71 | 78.57 |      |      |      | 76.47 |
| DS1 & ABOVE             | 88.48 | 82.29  | 78.13  | 79.91 | 81.15 | 76.62 | 80.49 | 65.14 | 73.91 |      |      |      | 79.36 |
| <b>AFFILIATES</b>       | 84.44 | 79.69  | 100.00 | **    | **    | **    | **    | **    | **    |      |      |      | 81.82 |
| DSO                     | 50.00 | 87.50  | **     | **    | **    | **    | **    | **    | **    |      |      |      | 80.00 |
| DS1 & ABOVE             | 86.05 | 78.57  | 100.00 | **    | **    | **    | **    | **    | **    |      |      |      | 82.00 |
| <b>NON-AFFILIATES</b>   | 88.11 | 83.94  | 78.13  | 79.35 | 80.92 | 76.49 | 80.63 | 65.78 | 74.08 |      |      |      | 79.15 |
| DSO                     | 66.67 | 100.00 | 100.00 | 69.23 | 75.00 | 71.43 | 87.50 | 85.71 | 78.57 |      |      |      | 76.00 |
| DS1 & ABOVE             | 88.73 | 83.82  | 77.42  | 79.91 | 81.15 | 76.62 | 80.49 | 65.14 | 73.91 |      |      |      | 79.25 |

\*\* No Service Orders

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

| <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>     | 5.72             | 4.03             | 5.93             | 5.10             | 3.18             | 2.55             | 3.94             | 6.42             | 8.56             |                  |                  |                  | 4.92            |
| <b>No. of MISSED ORDERS</b> | 149              | 80               | 121              | 72               | 40               | 65               | 69               | 33               | 16               |                  |                  |                  | 645             |
| <b>DSO</b>                  | 5.07             | 2.99             | 5.52             | 4.95             | 3.24             | 2.20             | 3.00             | 10.00            | 8.00             |                  |                  |                  | 4.21            |
| <b>DS1 &amp; ABOVE</b>      | 6.87             | 14.86            | 8.00             | 5.83             | 2.83             | 4.50             | 4.71             | 6.31             | 8.60             |                  |                  |                  | 6.58            |

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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 |
| <b>ACCESS AGGREGATE</b> | 6.31   | 11.39  | 11.16  | 10.40  | 5.77   | 8.73   | 5.63   | 6.48   | 4.78   |        |        |        | 7.19  |
| No. of MISSED ORDERS    | 58     | 33     | 38     | 52     | 62     | 67     | 80     | 77     | 99     |        |        |        | 566   |
| DSO                     | 3.40   | 1.00   | 6.00   | 4.20   | 0.00   | 3.00   | 3.00   | 8.00   | 6.00   |        |        |        | 4.70  |
| DS1 & ABOVE             | 6.58   | 11.72  | 11.44  | 11.06  | 5.69   | 8.91   | 5.66   | 6.46   | 4.74   |        |        |        | 7.30  |
| <b>AFFILIATES</b>       | 4.57   | 6.82   | 7.46   | **     | **     | **     | **     | **     | **     |        |        |        | 6.58  |
| DSO                     | 2.00   | 1.00   | **     | **     | **     | **     | **     | **     | **     |        |        |        | 1.50  |
| DS1 & ABOVE             | 5.00   | 7.40   | 7.46   | **     | **     | **     | **     | **     | **     |        |        |        | 6.93  |
| <b>NON-AFFILIATES</b>   | 6.55   | 13.68  | 13.08  | 10.40  | 5.77   | 8.73   | 5.63   | 6.48   | 4.78   |        |        |        | 7.23  |
| DSO                     | 3.75   | **     | 6.00   | 4.20   | 7.33   | 3.00   | 3.00   | 8.00   | 6.00   |        |        |        | 5.00  |
| DS1 & ABOVE             | 6.79   | 13.68  | 13.70  | 11.06  | 5.69   | 8.91   | 5.66   | 6.46   | 4.74   |        |        |        | 7.32  |

\*\* No Missed Service Orders

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SOURCE: WFA

| 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> | **  | **  | 0.01 | 0.01 | **  | 0.03 | 0.03 | 0.07 | 0.08 |     |     |     | 0.01 |
| No. of MISSED ORDERS    | **  | **  | 4    | 2    | **  | 3    | 4    | 7    | 7    |     |     |     | 27   |
| DSO                     | **  | **  | **   | **   | **  | **   | 0.13 | **   | **   |     |     |     | 0.03 |
| DS1 & ABOVE             | **  | **  | 0.01 | 0.01 | **  | 0.03 | 0.03 | 0.07 | 0.09 |     |     |     | 0.01 |

\*\* 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   |
| <b>ACCESS AGGREGATE</b> | 0.02 | 0.06 | 0.33 | 0.06 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 |     |     |     | 0.05 |
| No. of MISSED ORDERS    | 9    | 13   | 11   | 14   | 21   | 14   | 16   | 8    | 13   |     |     |     | 119  |
| DSO                     | 0.07 | **   | **   | **   | 0.08 | **   | **   | **   | 0.07 |     |     |     | 0.04 |
| DS1 & ABOVE             | 0.02 | 0.07 | 0.34 | 0.06 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 |     |     |     | 0.05 |
| <b>AFFILIATES</b>       | **   | 0.08 | 5.00 | **   | **   | **   | **   | **   | **   |     |     |     | 0.09 |
| DSO                     | **   | **   | **   | **   | **   | **   | **   | **   | **   |     |     |     | **   |
| DS1 & ABOVE             | **   | 0.09 | 5.00 | **   | **   | **   | **   | **   | **   |     |     |     | 0.10 |
| <b>NON-AFFILIATES</b>   | 0.02 | 0.06 | 0.19 | 0.06 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 |     |     |     | 0.04 |
| DSO                     | 0.08 | **   | **   | **   | 0.08 | **   | **   | **   | 0.07 |     |     |     | 0.04 |
| DS1 & ABOVE             | 0.02 | 0.06 | 0.19 | 0.06 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 |     |     |     | 0.04 |

\*\* No Orders Missed For Facility Reasons

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**RETAIL PERFORMANCE**

| <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>RETAIL AGGREGATE</b>     | 0.12            | 0.79            | 1.90            | 2.39            | 2.54            | 0.44            | 2.14            | 6.45            | 10.70           |                 |                 |                 | 1.97            |
| <b>No. of I CODES</b>       | 1               | 6               | 13              | 14              | 7               | 1               | 5               | 14              | 20              |                 |                 |                 | 81              |

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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>     | 0.12            | 1.63            | 4.70            | 5.36            | 1.57            | 2.95            | 3.58            | 5.02            | 4.94            |                 |                 |                 | 2.76            |
| <b>No. of I CODES</b>       | 1               | 11              | 11              | 15              | 9               | 18              | 25              | 32              | 30              |                 |                 |                 | 152             |
| <b>AFFILIATES</b>           | **              | 2.75            | 3.08            | **              | **              | **              | **              | **              | **              |                 |                 |                 | 1.96            |
| <b>NON-AFFILIATES</b>       | 0.14            | 1.41            | 5.33            | 5.38            | 1.57            | 2.95            | 3.58            | 5.02            | 4.94            |                 |                 |                 | 2.80            |

\*\* No Installation Troubles

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

| <b>TROUBLE DURATION</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;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> | <b>&lt;=9.0</b> |
| <b>RETAIL AGGREGATE</b>    | 3:37            | 3:32            | 3:20            | 4:37            | 3:20            | 6:01            | 6:25            | 8:30            | 8:19            |                 |                 |                 | 5:36            |
| <b>No. of TROUBLE RPTS</b> | 248             | 254             | 230             | 240             | 241             | 324             | 327             | 394             | 292             |                 |                 |                 | 2550            |

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|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 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    | 3:33  | 3:11  | 3:06  | 2:57  | 2:53  | 5:56  | 6:52  | 10:55 | 11:16 |       |       |       | 6:16  |
| No. of TROUBLE RPTS | 210   | 376   | 285   | 287   | 262   | 436   | 456   | 474   | 432   |       |       |       | 3218  |
| AFFILIATES          | 3:14  | 3:12  | 1:46  | **    | **    | **    | **    | **    | **    |       |       |       | 2:42  |
| NON-AFFILIATES      | 3:35  | 3:10  | 3:22  | 2:57  | 2:53  | 5:56  | 6:52  | 10:55 | 11:16 |       |       |       | 6:25  |

**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>    | 3.72            | 3.27            | 2.85            | 3.01            | 3.03            | 4.20            | 4.04            | 4.97            | 3.69            |                 |                 |                 | 3.64            |
| <b>No. of TROUBLE RPTS</b> | 248             | 254             | 230             | 240             | 241             | 324             | 327             | 394             | 292             |                 |                 |                 | 2550            |

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|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 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    | 1.83  | 3.24  | 2.51  | 2.50  | 2.26  | 3.69  | 3.97  | 4.07  | 3.64  |       |       |       | 3.08  |
| No. of TROUBLE RPTS | 210   | 376   | 285   | 287   | 262   | 436   | 456   | 474   | 432   |       |       |       | 3218  |
| AFFILIATES          | 1.58  | 2.46  | 2.17  | **    | **    | **    | **    | **    | **    |       |       |       | 2.09  |
| NON-AFFILIATES      | 1.88  | 3.41  | 2.58  | 2.50  | 2.26  | 3.69  | 3.97  | 4.07  | 3.64  |       |       |       | 3.15  |