

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
2008 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	88.19	96.97	86.40	92.77	94.55	90.68	64.66	67.33	81.40	74.47			86.46
ORDER VOLUME	491	264	419	166	110	118	116	101	86	94			1965
DSO	68.75	90.00	**	92.31	60.00	85.71	50.00	75.00	80.00	42.86			73.33
DS1 & ABOVE	88.84	97.24	86.40	92.81	96.19	90.99	65.74	67.01	81.48	77.01			86.98

** No Service Orders

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

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	87.76	82.59	78.79	79.35	80.92	76.49	80.63	65.78	74.08	65.22			77.61
ORDER VOLUME	474	201	33	247	325	285	413	225	382	345			2930
DSO	64.29	88.89	100.00	69.23	75.00	71.43	87.50	85.71	78.57	75.00			76.29
DS1 & ABOVE	88.48	82.29	78.13	79.91	81.15	76.62	80.49	65.14	73.91	64.86			77.66
AFFILIATES	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
NON-AFFILIATES	88.11	83.94	78.13	79.35	80.92	76.49	80.63	65.78	74.08	65.22			77.45
DSO	66.67	100.00	100.00	69.23	75.00	71.43	87.50	85.71	78.57	75.00			75.86
DS1 & ABOVE	88.73	83.82	77.42	79.91	81.15	76.62	80.49	65.14	73.91	64.86			77.50

** No Service Orders

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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	5.72	4.03	5.93	5.10	3.18	2.55	3.94	6.42	8.56	3.67			4.88
No. of MISSED ORDERS	149	80	121	72	40	65	69	33	16	24			669
DSO	5.07	2.99	5.52	4.95	3.24	2.20	3.00	10.00	8.00	4.25			4.21
DS1 & ABOVE	6.87	14.86	8.00	5.83	2.83	4.50	4.71	6.31	8.60	3.55			6.30

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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	6.31	11.39	11.16	10.40	5.77	8.73	5.63	6.48	4.78	8.46			7.42
No. of MISSED ORDERS	58	33	38	52	62	67	80	77	99	120			686
DSO	3.40	1.00	6.00	4.20	0.00	3.00	3.00	8.00	6.00	7.00			4.96
DS1 & ABOVE	6.58	11.72	11.44	11.06	5.69	8.91	5.66	6.46	4.74	8.50			7.51
AFFILIATES	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
NON-AFFILIATES	6.55	13.68	13.08	10.40	5.77	8.73	5.63	6.48	4.78	8.46			7.45
DSO	3.75	**	6.00	4.20	7.33	3.00	3.00	8.00	6.00	7.00			5.25
DS1 & ABOVE	6.79	13.68	13.70	11.06	5.69	8.91	5.66	6.46	4.74	8.50			7.54

** No Missed Service Orders

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

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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	**	**	0.01	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
ACCESS AGGREGATE	0.02	0.06	0.33	0.06	0.06	0.05	0.04	0.04	0.03	0.08			0.05
No. of MISSED ORDERS	9	13	11	14	21	14	16	8	13	29			148
DSO	0.07	**	**	**	0.08	**	**	**	0.07	**			0.03
DS1 & ABOVE	0.02	0.07	0.34	0.06	0.06	0.05	0.04	0.04	0.03	0.09			0.05
AFFILIATES	**	0.08	5.00	**	**	**	**	**	**	**			0.09
DSO	**	**	**	**	**	**	**	**	**	**			**
DS1 & ABOVE	**	0.09	5.00	**	**	**	**	**	**	**			0.10
NON-AFFILIATES	0.02	0.06	0.19	0.06	0.06	0.05	0.04	0.04	0.03	0.08			0.05
DSO	0.08	**	**	**	0.08	**	**	**	0.07	**			0.03
DS1 & ABOVE	0.02	0.06	0.19	0.06	0.06	0.05	0.04	0.04	0.03	0.09			0.05

** 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	0.12	0.79	1.90	2.39	2.54	0.44	2.14	6.45	10.70	13.33			2.44
No. of I CODES	1	6	13	14	7	1	5	14	20	24			105

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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	0.12	1.63	4.70	5.36	1.57	2.95	3.58	5.02	4.94	7.02			3.27
No. of I CODES	1	11	11	15	9	18	25	32	30	51			203
AFFILIATES	**	2.75	3.08	**	**	**	**	**	**	**			1.96
NON-AFFILIATES	0.14	1.41	5.33	5.38	1.57	2.95	3.58	5.02	4.94	7.02			3.33

** No Installation Troubles

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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RETAIL 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
RETAIL AGGREGATE	3:37	3:32	3:20	4:37	3:20	6:01	6:25	8:30	8:19	9:11			5:56
No. of TROUBLE RPTS	248	254	230	240	241	324	327	394	292	268			2818

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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	3:33	3:11	3:06	2:57	2:53	5:56	6:52	10:55	11:16	10:26			6:45
No. of TROUBLE RPTS	210	376	285	287	262	436	456	474	432	432			3650
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	10:26			6:54

**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	3.72	3.27	2.85	3.01	3.03	4.20	4.04	4.97	3.69	3.40			3.61
No. of TROUBLE RPTS	248	254	230	240	241	324	327	394	292	268			2818

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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	1.83	3.24	2.51	2.50	2.26	3.69	3.97	4.07	3.64	3.60			3.14
No. of TROUBLE RPTS	210	376	285	287	262	436	456	474	432	432			3650
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	3.60			3.20