

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
2009 PUC SCORECARD**

RETAIL PERFORMANCE

ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96												
RETAIL AGGREGATE	51.61	0.00											51.61
ORDER VOLUME	93	0											93
DSO	40.00	0.00											40.00
DS1 & ABOVE	52.27	0.00											52.27

** No Service Orders

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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	67.37	0.00											67.37
ORDER VOLUME	236	0											236
DSO	100.00	0.00											100.00
DS1 & ABOVE	67.23	0.00											67.23
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	67.37	0.00											67.37
DSO	100.00	0.00											100.00
DS1 & ABOVE	67.23	0.00											67.23

** No Service Orders

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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	8.49	0.00											8.49
No. of MISSED ORDERS	45	0											45
DSO	9.00	0.00											9.00
DS1 & ABOVE	8.45	0.00											8.45

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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	8.17	0.00											8.17
No. of MISSED ORDERS	77	0											77
DSO	**	0.00											**
DS1 & ABOVE	8.17	0.00											8.17
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	8.17	0.00											8.17
DSO	**	0.00											**
DS1 & ABOVE	8.17	0.00											8.17

** No Missed Service Orders

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RETAIL PERFORMANCE

MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA												
RETAIL AGGREGATE	0.12	0.00											0.12
No. of MISSED ORDERS	11	0											11
DSO	0.20	0.00											0.20
DS1 & ABOVE	0.11	0.00											0.11

** 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												
ACCESS AGGREGATE	0.06	0.00											0.06
No. of MISSED ORDERS	15	0											15
DSO	**	0.00											**
DS1 & ABOVE	0.06	0.00											0.06
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	0.06	0.00											0.06
DSO	**	0.00											**
DS1 & ABOVE	0.06	0.00											0.06

** No Orders Missed For Facility Reasons

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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	6.17	0.00											6.17
No. of I CODES	10	0											10

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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	4.41	0.00											4.41
No. of I CODES	18	0											18
AFFILIATES	**	**											**
NON-AFFILIATES	4.41	0.00											4.41

** 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	12:29	17:17											13:08
No. of TROUBLE RPTS	391	9											400

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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	13:00	234:23											13:18
No. of TROUBLE RPTS	411	10											421
AFFILIATES	**												**
NON-AFFILIATES	13:00	234:23											13:18

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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	4.93	0.11											4.83
No. of TROUBLE RPTS	391	9											400

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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	3.45	0.08											3.38
No. of TROUBLE RPTS	411	10											421
AFFILIATES	**	**											**
NON-AFFILIATES	3.45	0.08											3.38