

**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	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
RETAIL AGGREGATE	51.61	0.00	0.00	16.67									49.00
ORDER VOLUME	93	0	1	6									100
DSO	40.00	0.00	0.00	0.00									37.58
DS1 & ABOVE	52.27	0.00	0.00	50.00									51.61

** 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	0.00	0.00									66.81
ORDER VOLUME	236	0	1	1									238
DSO	100.00	0.00	0.00	0.00									99.58
DS1 & ABOVE	67.23	0.00	0.00	0.00									66.67
AFFILIATES	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
NON-AFFILIATES	67.37	0.00	0.00	0.00									66.81
DSO	100.00	0.00	0.00	0.00									100.00
DS1 & ABOVE	67.23	0.00	0.00	0.00									66.67

** 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	8.49	0.00	12.00	16.20									9.31
NO. of MISSED ORDERS	45	0	1	5									51
DSO	9.00	0.00	0.00	17.25									9.83
DS1 & ABOVE	8.45	0.00	12.00	12.00									8.87

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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	12.00	22.00									8.39
No. of MISSED ORDERS	77	0	1	1									79
DSO	**	0.00	0.00	0.00									0.00
DS1 & ABOVE	8.17	0.00	12.00	22.00									8.39
AFFILIATES	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
NON-AFFILIATES	8.17	0.00	12.00	22.00									8.39
DSO	**	0.00	0.00	0.00									0.00
DS1 & ABOVE	8.17	0.00	12.00	22.00									8.39

** 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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
RETAIL AGGREGATE	0.12	0.00	0.00	0.00									0.12
No. of MISSED ORDERS	11	0	0	0									11
DSO	0.20	0.00	0.00	0.00									0.20
DS1 & ABOVE	0.11	0.00	0.00	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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
ACCESS AGGREGATE	0.06	0.00	0.00	0.00									0.06
No. of MISSED ORDERS	15	0	0	0									15
DSO	**	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.06	0.00	0.00	0.00									0.06
AFFILIATES	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
NON-AFFILIATES	0.06	0.00	0.00	0.00									0.06
DSO	**	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.06	0.00	0.00	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
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
RETAIL AGGREGATE	6.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
No. of I CODES	10	0	0	0	0	0	0	0	0	0	0	0
YTD	6.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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ACCESS PERFORMANCE											
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
THRESHOLD	<=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	0.00	0.00							
No. of I CODES	18	0	0	0							
AFFILIATES	**	**	**	**							
NON-AFFILIATES	4.41	0.00	0.00	0.00							
											4.41

** No Installation Troubles

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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	60:38	34:29	7								13:39
No. of TROUBLE RPTS		391	9	6										413

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RETAIL PERFORMANCE											
TROUBLE REPORT RATE											
THRESHOLD											
Jan	<=3.5	4.93	391	9	0.11	0.08	6	7	0.09	4.67	413
No. of TROUBLE RPTS											
RETAIL AGGREGATE											
YTD											
YTD	<=3.5										
Dec	<=3.5										
Nov	<=3.5										
Oct	<=3.5										
Sep	<=3.5										
Aug	<=3.5										
Jul	<=3.5										
Jun	<=3.5										
May	<=3.5										
Apr	<=3.5										
Mar	<=3.5										

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