

**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	41.18	0.00	0.00	50.00	4.17	44.44	42.86	32.35	37.82
ORDER VOLUME	93	0	1	6	17	4	11	18	24	9	21	34	238
DSO	40.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.44
DS1 & ABOVE	52.27	0.00	0.00	50.00	58.33	0.00	0.00	56.25	11.11	50.00	42.86	36.67	45.15

** 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	0.00	42.86	23.08	46.67	9.09	29.63	26.42	0.00	52.27
ORDER VOLUME	236	0	1	1	0	7	13	15	22	27	53	0	375
DSO	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00
DS1 & ABOVE	67.23	0.00	0.00	0.00	0.00	42.86	23.08	46.67	9.09	30.77	26.42	0.00	52.28
AFFILIATES	**	**	**	**	0	0	0	0	0	0	0	0.00	**
DSO	**	**	**	**	0	0	0	0	0	0	0	0.00	**
DS1 & ABOVE	**	**	**	**	0	0	0	0	0	0	0	0.00	**
NON-AFFILIATES	67.37	0.00	0.00	0.00	0.00	42.86	23.08	46.67	9.09	29.63	26.42	0.00	52.27
DSO	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00
DS1 & ABOVE	67.23	0.00	0.00	0.00	0.00	42.86	23.08	46.67	9.09	30.77	26.42	0.00	52.28

** 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	17.60	18.30	3.55	9.60	14.40	7.20	18.60	14.00	11.91
No. of MISSED ORDERS	45	0	1	5	10	4	11	9	23	5	12	23	148
DSO	9.00	0.00	0.00	17.25	16.00	15.00	1.80	3.00	16.10	4.00	8.50	14.80	12.62
DS1 & ABOVE	8.45	0.00	12.00	12.00	19.20	21.50	5.00	11.40	11.30	8.00	20.60	13.80	11.60

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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	0.00	3.50	9.90	5.50	7.40	7.10	8.00	0.00	7.90
No. of MISSED ORDERS	77	0	1	1	0	4	10	8	20	19	39	0	179
DSO	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.00	0.00	0.00	10.00
DS1 & ABOVE	8.17	0.00	12.00	22.00	0.00	3.50	9.90	5.50	7.40	6.90	8.00	0.00	7.89
AFFILIATES	**	**	**	**	**	**	**	**	**	**	**	**	**
DSO	**	**	**	**	**	**	**	**	**	**	**	**	**
DS1 & ABOVE	**	**	**	**	**	**	**	**	**	**	**	**	**
NON-AFFILIATES	8.17	0.00	12.00	22.00	0.00	3.50	9.90	5.50	7.40	7.10	8.00	0.00	7.90
DSO	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.00	0.00	0.00	10.00
DS1 & ABOVE	8.17	0.00	12.00	22.00	0.00	3.50	9.90	5.50	7.40	6.90	8.00	0.00	7.89

** 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	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.12
No. of MISSED ORDERS	11	0	0	0	0	0	0	0	0	0	0	0	11
DSO	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20
DS1 & ABOVE	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.11

** No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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	0.00	0.00	0.00	0.00	13.64	7.41	0.00	0.00	2.83
No. of MISSED ORDERS	15	0	0	0	0	0	0	0	3	2	0	0	20
DSO	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DS1 & ABOVE	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.64	7.69	0.00	0.00	2.60
AFFILIATES	**	**	**	**	0	0	0	0	0	0	0	0	**
DSO	**	**	**	**	0	0	0	0	0	0	0	0	**
DS1 & ABOVE	**	**	**	**	0	0	0	0	0	0	0	0	**
NON-AFFILIATES	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.64	7.41	0.00	0.00	2.83
DSO	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DS1 & ABOVE	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.64	7.69	0.00	0.00	2.60

** No Orders Missed For Facility Reasons

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

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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.17
No. of I CODES	10	0	0	0	0	0	0	0	0	0	0	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.41
No. of I CODES	18	0	0	0	0	0	0	0	0	0	0	0	18
AFFILIATES	**	**	**	**	**	**	**	**	**	**	**	**	**
NON-AFFILIATES	4.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	60:38	34:29	48:43	55:56	32:44	13:48	17:00	13:13	18:57	33:00	16:13
No. of TROUBLE RPTS	391	9	6	7	8	15	11	16	17	10	10	7	507

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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	45:43	64:04	58:07	29:31	27:24	34:10	40:16	17:35	14:20	24:38	27:00
No. of TROUBLE RPTS	411	10	32	50	43	42	52	57	37	50	44	22	850
AFFILIATES	**	**	**	**	**	**	**	**	**	**	**	**	**
NON-AFFILIATES	13:00	234:23	45:43	64:04	58:07	29:31	27:24	34:16	40:16	17:35	14:20	24:38	27:00

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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	0.08	0.09	0.10	0.19	0.14	0.20	0.21	0.13	0.13	0.09	3.83
No. of TROUBLE RPTS	391	9	6	7	8	15	11	16	17	10	10	7	507

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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	0.27	0.42	0.36	0.35	0.44	0.48	0.31	0.42	0.37	0.18	1.86
No. of TROUBLE RPTS	411	10	32	50	43	42	52	57	37	50	44	22	850
AFFILIATES	**	**	**	**	**	**	**	**	**	**	**	**	**
NON-AFFILIATES	3.45	0.08	0.27	0.42	0.36	0.35	0.44	0.48	0.31	0.42	0.37	0.18	1.86