

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
2010 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	44.12	54.29											49.28
ORDER VOLUME	34	35											69
DSO	0.00	0.00											0.00
DS1 & ABOVE	44.12	54.29											49.28

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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	0.00	82.61											67.86
ORDER VOLUME	5	23											28
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	82.61											67.86
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	0.00	82.61											67.86
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	82.61											67.86

** 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	13.8	10.80											12.9
No. of MISSED ORDERS	19	8											27
DSO	0.00	0.00											0.0
DS1 & ABOVE	13.8	10.80											12.9

** No Missed Service Orders

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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	15.8	9.80											13.1
No. of MISSED ORDERS	5	4											9
DSO	0.0	0.00											0.0
DS1 & ABOVE	15.8	9.80											13.1
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	15.8	9.80											13.1
DSO	0.0	0.00											0.0
DS1 & ABOVE	15.8	9.80											13.1

** 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	0.00	0.00											0.00
No. of MISSED ORDERS	0	0											0
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	0.00											0.00

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

** No Orders Missed For Facility Reasons

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

** No Installation Troubles

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